INTER-TEL®

INT3000

User Guide

Notice

This Inter-Tel® user guide is released by Inter-Tel, Inc. as a guide for end-users. It provides information necessary to use the INT3000 endpoint. The contents of this user guide, which reflect current Inter-Tel standards, are subject to revision or change without notice. Some features or applications mentioned may require a future release and are not available in the initial release. Future product features and applications are subject to availability and cost. Some features or applications may require additional hardware and/or specific software.

Some system features can only be accessed by an administrator. For information about these features, see the Frequently Asked Questions on page 92.

For sales, service, or technical support, contact your local authorized Inter-Tel reseller.

Comments about this user guide or other technical documentation should be directed to Inter-Tel's Technical Publications Department at: Tech_Pubs@inter-tel.com

Important Safety Instructions

For use with CSA Certified (NRTL/C) Inter-Tel Converged Communications Platforms only.

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electrical shock, and injury to persons, including the following:

1. Read and understand all instructions.

2. Follow all warnings and instructions marked on the product.

3. Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a dry cloth for cleaning.

4. Do not use this product near water; for example, near a sink or in a wet area.

5. Do not place this product on an unstable cart, stand, or table. The telephone may fall, causing serious damage to the unit.

6. To protect the product from overheating, do not block or cover any slots or openings in the base Unit. This product should never be placed near or over a radiator or heat register. This product should not be placed in a built-in installation unless proper ventilation is provided.

7. This product should be operated only from the type of power source indicated on the marking label.

8. Do not allow anything to rest on the power cord. Do not locate this product where the cord will be damaged by persons walking on it.

9. Do not overload wall outlets and extension cords, as this can result in the risk of fire or electrical shock.

10. Never push objects of any kind into this product through the Base Unit slots, as they may touch dangerous voltage points or short out parts that could result in a risk of fire or electric shock. Never spill liquid of any kind on the product.

11. To reduce the risk of electric shock, do not disassemble this product. Contact qualified service personnel when some service or repair work is required. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock when the appliance is subsequently used.

12. Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:

    a. When the power supply cord is damaged or frayed.

    b. If liquid has been spilled into the product.

    c. If the product has been exposed to rain or water.

    d. If the product does not operate normally when following the operating instructions. Adjust only those controls that are covered by the operating instructions. Improper adjustment of other controls may result in damage, and will often require extensive work by a qualified technician to restore the product to normal operation.

    e. If the product has been dropped, or the cabinet has been damaged.

    f. If the product exhibits a distinct change in performance.

13. Do not use the telephone to report a gas leak in the vicinity of the leak.

To reduce the risk of fire or injury to persons by the battery, read and follow these instructions:

1. Use only the appropriate type and size Battery Pack specified in this Operating Guide.

2. Do not dispose of the Battery Pack in a fire. The cell may explode.

3. Do not open or mutilate the Battery Pack. Released electrolyte is corrosive and may cause damage to the eyes or skin. It may be toxic if swallowed.

4. Exercise care in handling the battery in order not to short the battery with conducting materials such as rings, bracelets, and keys. The battery or conductor may overheat and cause burns.

5. Charge the Battery Pack provided with or identified for use with this product only in accordance with the instructions and limitations specified in the instruction manual provided for this product.

6. Observe proper polarity orientation between the Battery Pack and battery charger.

Warnings

NOTICE

Please do not attempt to unplug any appliance during an electrical storm.

Unplug all electrical appliances when you know an electrical storm is approaching. Lightning can pass through your household wiring and damage any device connected to it. This endpoint is no exception.

CAUTION

Changes or modifications to this product not expressly approved by Inter-Tel, or operation of this product in any way other than as detailed by this Operating Guide, could void your authority to operate this product.

WARNING

The cords on this product and/or accessories contain lead, a chemical known to the State of California to cause cancer and birth defects or other reproductive harm. ***Wash hands after handling.***

Range Limits

The INT3000 is designed for commercial use. Range has been approved for 150 feet per Base Unit. Actual range may be less or greater than this distance depending on the environment. Building wiring, walls, elevators and other electronic interference frequencies may limit the range of this telephone. Please consult your telecommunications consultant for testing of your location.

To maximize the range capability, do the following:

- Locate the Base Unit at the highest point possible in the center of your coverage zone. If you are planning to cover an outdoor area, such as a car lot, building grounds, or campus, place the unit near a window and the highest point within the building.
- Place the Base Unit away from any electronic device. This includes, but is not limited to, computer screens, radios, electronic signs, coffee pots, microwaves, and other electronic devices.

Radio Interference

Radio interference may occasionally cause buzzing and humming in your cordless Handset, or clicking noises in the Base Unit. This interference is caused by external sources such as TV, refrigerator, vacuum cleaner, fluorescent lighting, computer equipment, or electrical storm. Your unit is NOT DEFECTIVE. If these noises continue and are too distracting, please check around your office to see what appliances may be causing the problem. In addition, we recommend that the Base not be plugged into a circuit that also powers a major appliance because of the potential for interference. Be certain that the antenna on the unit is fully extended when needed.

In the unlikely event that you consistently hear other voices or distracting transmissions on your endpoint, you may be receiving radio signals from another cordless telephone or other source of interference. If you cannot eliminate this type of interference, you need to change to a different channel.

Finally, it should be noted that some cordless telephones operate at frequencies that may cause interference to nearby TVs and VCRs. To minimize or prevent such interference, the base of the cordless telephone should not be placed near or on top of a TV or VCR. If interference is experienced, moving the cordless telephone farther away from the TV or VCR will often reduce or eliminate the interference.

More Than One Cordless Telephone

If you want to use more than one cordless telephone in your office, they must operate on different channels. Press the channel button to select a channel that provides the clearest communication.

Privacy

Cordless endpoints are radio devices. Communications between the Handset and Base Unit of your cordless telephone are accomplished by means of radio waves which are broadcast over the open airways. Because of the inherent physical properties of radio waves, your communications can be received by radio receiving devices other than your own cordless telephone unit. Consequently, any communications using your cordless telephone may not be private.

Base Units and Handsets

The Handsets are programmed to work a specific Base Unit. You cannot switch to a new Handset or a new Base Unit without having it reprogrammed by Inter-Tel.

Battery Packs

The Battery Packs contain rechargeable, sealed, Nickel-Metal Hydrate batteries. To reduce the risk of fire or injury to persons by the battery, read and follow these instructions:

- Use only the appropriate type and size Battery Pack specified in this user guide.
- Do not dispose of the Battery Pack in a fire. The cell may explode.
- Do not open or mutilate the Battery Pack. Released electrolyte is corrosive and may cause damage to the eyes or skin. It may be toxic if swallowed.
- Exercise care in handling the Battery Pack in order not to short the battery with conducting materials such as rings, bracelets, and keys. The battery or conductor may overheat and cause burns.
- Do not charge the Battery Pack used in this telephone in any charger other than the one provided with it. Using another charger may damage the battery, or cause the battery to explode.
- Observe proper polarity orientation between the Battery Pack and Battery Charger.
- Do not short circuit the Battery Pack.

Not Waterproof

This unit is not waterproof. To reduce the risk of fire, electrical shock, or damage to the unit, DO NOT expose this unit to rain or moisture.

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Finding Your Way

WELCOME

Congratulations on your purchase of the INT3000 endpoint. It is designed to work on an Inter-Tel® telephone system to provide you with access to multiple lines, Caller ID, and other telephone system features.

To help familiarize yourself with the features of the INT3000 and get the most from your new endpoint, please read this user guide thoroughly. The *About This Guide* section below lists the different sections in this user guide and describes the type of information you can find there.

ABOUT THIS GUIDE

This guide contains instructions for using the INT3000 endpoint on the Inter-Tel telephone system. To help you find information quickly, this guide is divided into five separate sections, as indicated by the tabs.

These sections include the following:

- **Finding Your Way:** This section provides you with a picture of the endpoint and includes general information designed to help you find what you need.

- **Getting Started:** This section includes basic endpoint and voice mail information, and provides instructions on how to perform everyday tasks, such as answering calls, making calls, and using voice mail.

- **Moving On:** In this section you'll learn how to use advanced endpoint and voice mail features.

- **Using E-Mail Reader:** This section includes information on how to use the advanced messaging features available with E-Mail Reader.

- **Learning More:** This section outlines how your administrators can help if you experience a problem with your endpoint. It also provides you with a list of Frequently Asked Questions (FAQs) so you can troubleshoot problems and learn more about the system.

In addition, this guide contains a list of default feature codes (see page 95) and an index (see page 99) for easy reference.

NOTE: Because the telephone system is very flexible and programmable, the procedures for using the features might vary slightly from the descriptions in this guide. If so, your trainer or system administrator can tell you how your system differs and how to use the features.

ABOUT YOUR ENDPOINT

Your INT3000 includes many features and accessories. If any of these items are missing or damaged, contact your service representative. If your INT3000 is not performing to your expectations, please try the simple steps listed in the Troubleshooting section of this user guide. If you are still unable to resolve the problem, contact your system administrator or local reseller.

Dialpad and Indicators
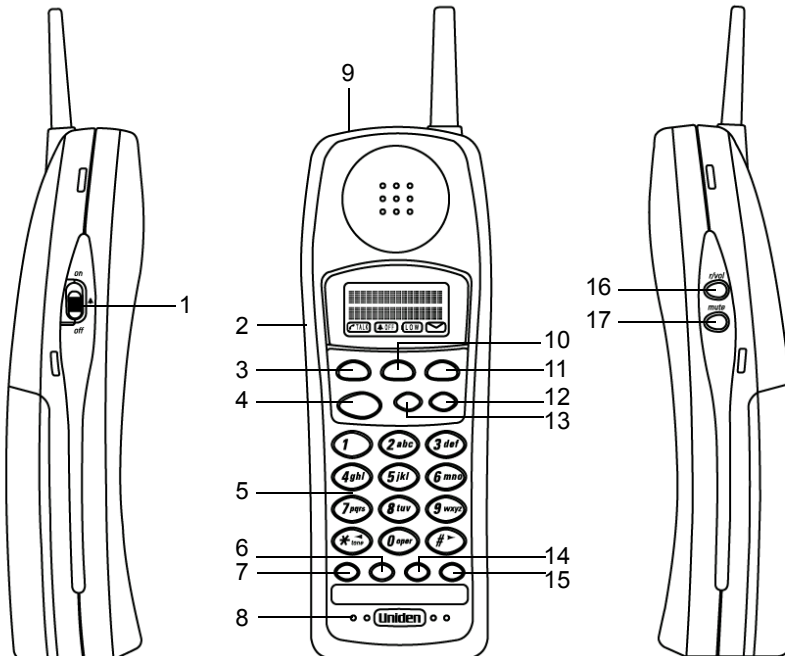
	DEFAULT BUTTON (LABEL)		DEFAULT BUTTON (LABEL)
1	Ringer ON/OFF Switch	10	Hold Button `hold`
2	Message Display	11	Redial Button `redial`
3	Transfer Button `xfer`	12	Special Button `spcl`
4	Talk Button `talk`	13	Channel Button `channel`
5	Numeric Dialpad	14	Call Button `call 3`
6	Call Button `call 2`	15	Call Button `call 4`
7	Call Button `call 1`	16	Volume Button `r / vol`
8	Microphone	17	Mute Button `mute`
9	Head Set Jack		

Basic Message Display Functions

ICON	FUNCTION	ACTION
☎TALK	The connection has been made between the Handset and Base.	Press `talk` to answer or make a call.
🔔OFF	The Handset Ringer Switch is turned off.	Turn on the switch on the side of Handset to turn on the Ringer.
LOW	The Battery Pack in the Handset is low and needs to be charged.	See page 9 for recharging the battery.
✉	You have received a message.	See page 36 for viewing the message.

Basic Button Functions

BUTTON	FUNCTION	ACTION
talk	Answer call.	Press `talk`.
call 1-4	Place outside call.	Press `call 1-4` and dial outside number.
talk	Place intercom call.	Press `talk` dial extension number.
talk	Hang up.	Press `talk`.
r / vol	Adjust volume during call.	Press `r / vol` while you are talking, to toggle between base volume level and a louder volume level.
hold	Put call on hold.	Press `hold`.
mute	Mute/Unmute microphone.	Press `mute`.
spcl	Feature Menus (while endpoint is in use).	Press `spcl` to display menus. Enter button sequence for desired feature or function, or press `spcl` to display more options.

Button Descriptions

The following buttons on the INT3000 endpoint provide the associated features and functions.

Talk Button

When you pick up the Handset and press ◖talk◗, you will see ACQUIRING LINK. Then, you will see one of the following:

- After the connection has been made between the Handset and Base Unit "TALK" will appear on the display. Then the screen will go into standby mode and the endpoint is ready to use.

- If there is no connection to the Base Unit, you hear an error tone and NO SER-VICE appears on the display.

- If the channel is busy, you hear an error tone and the display shows SYSTEM BUSY.

You must have a connection between the Handset and the Base Unit to perform any operation. If the Handset does not respond when you attempt to place a call or enter a feature code, press ◖talk◗ to acquire a link.

Channel Button

If you have more than one cordless telephone in your office, they must operate on different channels. Press ◖channel◗ to select a channel that provides the clearest communication.

R/Vol Button

- *During a Call:* Press ◖r/vol◗ on the side of the Handset to select a high or low volume level.

- *Standby Mode:* Press ◖r/vol◗ on the side of the Handset to select from Ring Type A (High or Low), Ring Type B (High or Low), Ring Type C (High or Low), or Ring Off (vibrate mode).

SPCL Button

This button allows you to use feature codes while on a call. Instructions are provided in this guide for using the SPCL button.

There is a system-wide option called "SPCL button Required For Feature Code Entry." If your customer service representative, trainer, or system administrator tells you that it is enabled in your telephone system, you must always press the SPCL button before dialing a feature code.

Call Button

These buttons are used for call access. They are not associated with specific lines. Instead, they are assigned to calls in the order that the calls are placed or received. If there are more calls in progress than there are CALL buttons, new calls wait until a CALL button becomes available. Pressing an unlit CALL button will enter the programmed Outgoing Call feature codes for your endpoint.

Range Limits

If the Handset is at (or beyond) the range limit of the INT3000, you may see a NO SERVICE message.

- If you are in standby mode, you cannot make or answer calls (the endpoint may ring intermittently) until you are back within range of the Base Unit.

- If you are on a call, you hear a warning tone. Move back into range within 20 seconds.

Feature Buttons

The buttons on your INT3000 are arranged according to a programmed "keymap." Your customer service representative, trainer, or system administrator can tell you if your keymap is different from the layout described in this guide. You can use the diagrams on the following two pages to note any differences. Some optional feature buttons that you may want to request include:

- **Scrolling Buttons:** If you want to be able to scroll through displays, you need **PREVIOUS** and **NEXT** buttons.

- **Message Button:** If you want to leave messages while on a call, scroll through waiting messages, and switch between numeric and alpha characters when entering a do-not-disturb message or using the directories, you need a **MSG** button.

- **Forward Button:** If you use custom do-not-disturb messages or directories, you will want a **FWD** button for leaving spaces and for entering two consecutive letters that appear on the same dialpad button. The **FWD** button is also used for forwarding calls.

- **User-Programmable Buttons:** You may want most of the buttons to be user programmable to allow you to choose the feature codes or extension numbers you dial.

If your INT3000 has been reprogrammed by the installer so that its feature buttons do not match the feature buttons described in this user guide, refer to the administrator's guide for your telephone system for procedures on using feature codes. Default feature codes are listed on the back of this user guide.

The feature buttons on your INT3000 are equipped with lamps. The flash rates of the lamps indicate the status of the lines, endpoints, and features assigned to the buttons. The flash rates and their meanings are explained throughout this user guide. For more detailed flash rate information, refer to your telephone system owner's guide.

INSTALLING THE INT3000

Select a location for the INT3000 that avoids excessive heat or humidity. The Base Unit of your INT3000 can be placed on a desk or tabletop near a standard 120V AC outlet and telephone line jack. The Base Unit can also be mounted on a standard wall plate using the Wall Mount Adapter. Keep the Base Unit and Handset away from sources of electrical noise (motors, fluorescent lighting, computers).

Before using your INT3000, be sure to raise the antenna to the vertical position.

Connecting the Telephone Cord

Connect the telephone cord to the jack on the back of the Base Unit and the other end to the telephone jack, as shown below.

Connecting the AC Adapters

The smaller AC Adapter, with the yellow ring on the connector, connects to the yellow jack on the back of the Battery Charger. The other AC Adapter connects to the back of the Base Unit, as shown below.

The AC Adapters are equipped with a polarized line plug (a plug having one blade wider than the other). This plug will fit into the power outlet only one way. If you are unable to insert the plug fully into the outlet, try reversing the plug. If you cannot plug the AC Adapter into the outlet, contact an electrician about replacing the outlet.

NOTE: Route the power cord where it will not create a trip hazard, or where it could become worn and create a fire or other electrical hazard.

Base Unit

AC Adapter

To Telephone Jack
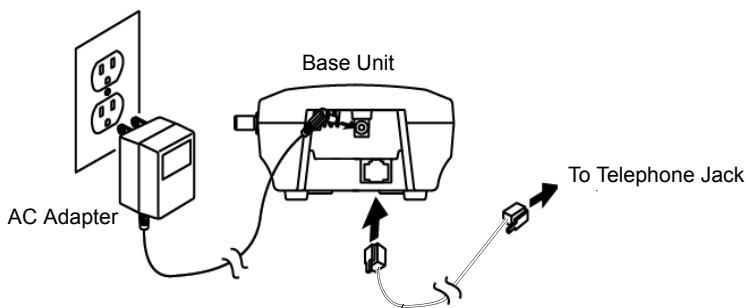
Attaching the Belt Clip to the Handset

You can use the Belt Clip to attach the Handset to your belt or pocket for convenient portability.

1. Snap the tab out of the Belt Clip notch on the top of the Handset.

2. Slide the clip into the tab slot. The Belt Clip is designed to fit snugly into the Handset, as shown on the right.
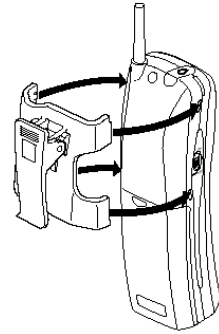
3. Press firmly until the Belt Clip snaps into place, as shown on the right.

4. To remove, simply press the retaining clip in toward the Belt Clip blade and slide the clip up at the same time. Once the Belt Clip is removed, remember to re-install the cover tab, as shown on the right.
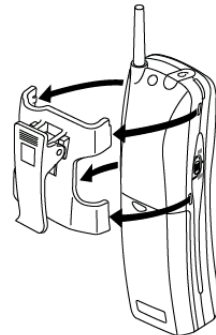
Recharging the Battery

NOTE: You can only use your INT3000 with the Handset when it is out of the Battery Charger.

The rechargeable Battery Pack must be fully charged before using your INT3000 for the first time (this requires 6-8 hours).

The unique design of your INT3000 allows you to place the Handset in the Battery Charger with or without the Belt Clip attached. The Battery Charger also has the ability to charge a second battery, if you plan to purchase one, with or without the Handset being charged. The Battery Packs can automatically be recharged either in or out of the Handset.

Battery Pack

AC Adapter
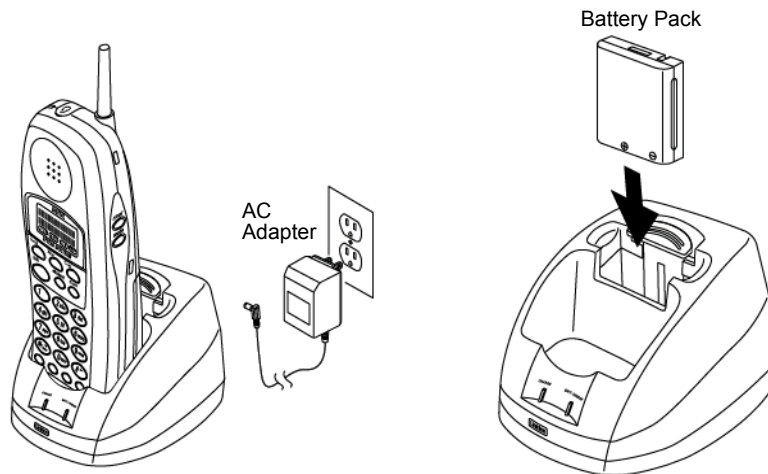
Rechargeable batteries can develop a reduced charge capacity caused by repeated charge and discharge cycles. The battery life will seem to be shorter every time you use the unit. To avoid reduced charge capacity, operate the unit until the BATT LOW indicator appears. Do this at least once a month. Avoid "topping off" the charge after using the endpoint for a short time.

Low Battery Indicator

When the Battery Pack in the Handset is low and needs to be charged, you will see a LOW message on the display. If you are on a call, only the TALK button will operate and the Handset beeps every 3 seconds. In standby mode, no buttons operate and the Handset beeps every 15 seconds for up to 15 minutes.

Complete your call as quickly as possible and return the Handset to the Battery Charger for charging, or replace the Handset Battery Pack with another charged Battery Pack.

Installing The Battery Pack In The Handset

1. Remove the battery cover by pressing the latch and sliding the cover down and off of the Handset.

2. If replacing a battery, remove the old battery.
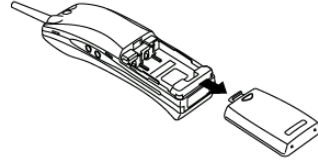
3. Slide the Battery Pack down into the Handset.
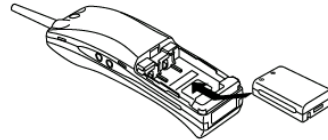
4. Replace the cover and slide it up until it latches into the Handset.
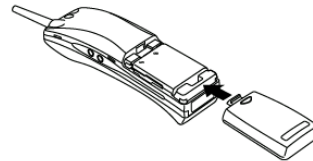
Charging the Battery Pack Inside the Handset

When the Battery Pack in the Handset is low and needs to be charged, you will see a LOW message on the display.

1. Place the Handset in the front slot of the Battery Charger.

2. Make sure the CHARGE indicator lights. If the CHARGE light is not lit, check to see that the AC Adapter is plugged in, and that the Handset is making good contact with the Battery Charger contacts.

Charging Spare Battery Packs (Optional)

1. Slide the spare Battery Pack, if you have one, into the second slot in the Battery Charger until the retaining clip snaps over the top of the pack, as shown on the right.

2. Make sure the BATT CHARGE indicator lights. If the BATT CHARGE indicator does not light, check to see that the AC Adapter is plugged in, and that the Battery Pack is making good contact with the Battery Charger contacts.

3. Charge the Battery Pack without interruption for 6-8 hours.

4. When charging is complete, press out on the latch and remove the Battery Pack for use. Or, if you do not need the Battery pack immediately, leave it in the Battery Charger. (It will not overcharge.)
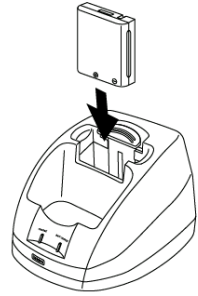
NOTE: INT3000 does not come with a spare battery. For those of you who would like to purchase a spare battery, please contact your local reseller.

Cleaning The Battery Charging Contacts

To maintain a good charge, it is important to clean all charging contacts on the Handset and Battery Charger about once a month. Use a pencil eraser or other contact cleaner to clean the battery charging contacts, shown below. Do not use any liquids or solvents.
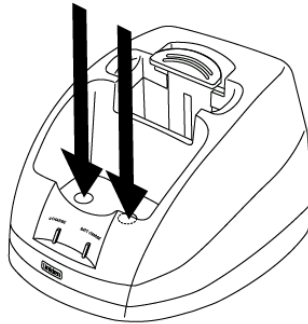
WALL MOUNT INSTALLATION

Your INT3000 endpoint can be wall-mounted as explained in the following pages.

Standard Wall Plate Mounting

The INT3000 is designed to be mounted on a standard wall plate. To attach the wall mount stand to the Base Unit:

1. Slide the Wall Mount stand into the notches at the top of the Base Unit, rotate the Wall Mount stand down and snap it into place, as shown on the right.

2. Plug the AC Adapter into the Base Unit as previously described.
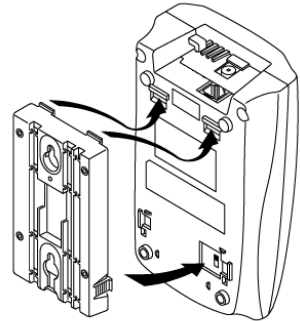
3. Place the AC Adapter cord inside the molded channel of the Wall Mount stand, as shown on the right.

4. Plug one end of the telephone cord into the LINE jack on the Base Unit. Then place the telephone cord inside the molded channel on the bottom of the Wall Mount stand.

5. Plug the other end of the telephone cord into the modular wall jack.
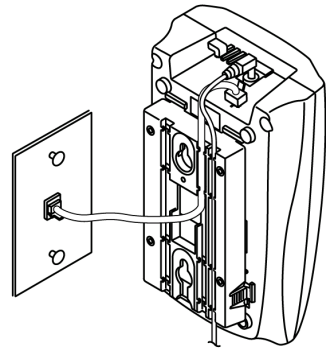
6. Place the Base Unit on the posts of the wall plate and push down until it's firmly seated, as shown on the right.

7. Plug the AC Adapter into a standard 120V AC wall outlet.
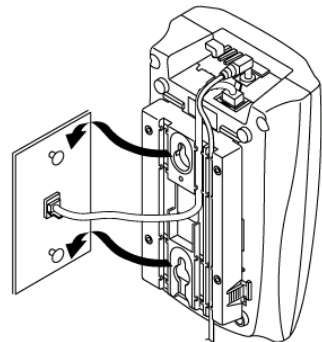
NOTE: Do not use an outlet controlled by a wall switch.

Direct Wall Mounting

If you do not have a standard wall plate, you can mount your endpoint directly on a wall. Before mounting your endpoint, consider the following:

- Select a location away from electrical cables, pipes, or other items behind the mounting location that could cause a hazard when inserting screws into the wall.

- Make sure the wall material is capable of supporting the weight of the Base Unit.

- Use #10 screws with anchoring devices suitable for the wall material where the Base Unit will be placed.

1. Insert two mounting screws three inches apart. Allow about of an inch between the wall and screw heads for mounting the endpoint, as shown on the right.

2. Plug and secure the AC Adapter cord by following steps 2 and 3 of the Standard Wall Plate Mounting.
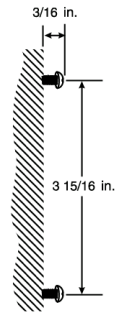
3. Plug one end of the telephone line cord into the LINE jack on the Base Unit. Then place the telephone cord inside the molded channel on the bottom of the Wall Mount stand, as shown on the right.
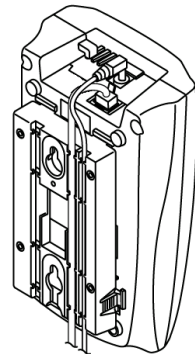
4. Place the Base Unit on the posts of the wall screws and push down until it's firmly seated, as shown on the right.

5. Plug the other end of the short telephone cord into a telephone wall jack.

6. Plug the AC Adapter into a standard 120V AC wall outlet by following step 7 of the Standard Wall Plate Mounting.
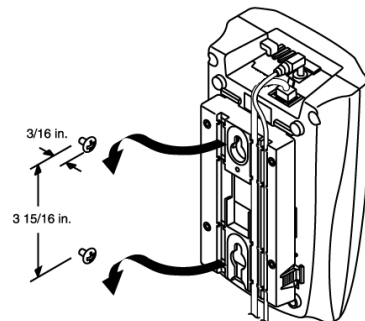
Charging Unit Wall Mounting

The Charging Unit is also designed to be wall mounted. you can mount your endpoint directly on a wall. Before mounting your charging unit, consider the following:

- Select a location away from electrical cables, pipes, or other items behind the mounting location that could cause a hazard when inserting screws into the wall.

- Make sure the wall material is capable of supporting the weight of the Charging Unit.

- Use #10 screws with anchoring devices suitable for the wall material where the Charging Unit will be placed.

1. Insert two mounting screws 1-9/10 inches apart, as shown on the right. Allow about 3/16 of an inch between the wall and screw heads for mounting the endpoint.
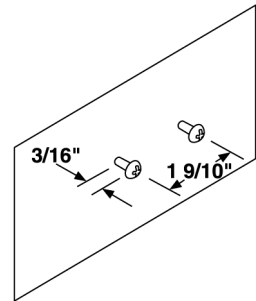
2. Plug the AC Adapter into the Charging Unit as previously described. Wrap the AC Adapter cord around the strain relief, as shown on the right.
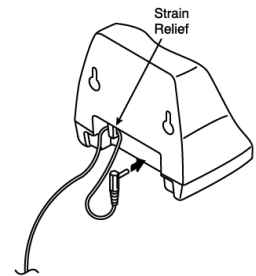
3. Place the Charging Unit on the posts of the wall screws and push down until it's firmly seated, as shown on the right.
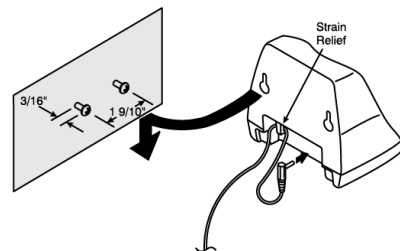
4. Plug the AC Adapter into a standard 120V AC wall outlet.

ABOUT VOICE MAIL

Voice mail is an application that is part of the Inter-Tel voice processing system. Using voice mail, you and other callers can send and receive recorded messages from any supported endpoint on the system. To use voice mail features, each user (or subscriber) is assigned a mailbox, which usually corresponds to the extension number assigned to your endpoint. You can, however, have an unassociated mailbox that does not correspond to an extension. (Unassociated mailboxes are typically used for agents or other personnel who don't have a permanent office.)

With your mailbox, you can use personal or system greetings to let callers know if you are out of town, on a call, etc. If a caller reaches your mailbox, they can leave a message, hang up, or access an attendant. In addition, if your voice mail administrator sets up one or more "group lists" of mailboxes, you can send a message to a group of people by entering one number instead of everyone's individual mailbox number.

Inter-Tel voice mail systems support the following types of mailboxes:

- **Advanced Mailbox:** If E-Mail Reader is enabled for your mailbox, you have access to voice mail, e-mail, and fax messages in your mailbox. You can also customize your personal mailbox options, and access advanced messaging features. See page 75 for information and instructions about using E-Mail Reader features. For a voice mail flowchart for advanced mailbox users, see page 87.

- **Standard Voice Mailbox:** This type of mailbox allows you to send and receive voice mail messages, record personal greetings, and allows you to customize personal mailbox options. A standard voice mailbox does not allow you to access e-mail and fax messages. For a voice mail flowchart for standard mailbox users, see page 103.

NOTE: If you have the Enterprise® Messaging (EM) voice mail system, you also have access to advanced communication and messaging features such as E-Mail Reader and Automatic Speech Recognition (ARS). For more information about EM, see page 17.

The instructions for many voice mail tasks are identical for standard voice mailbox and advanced mailbox users. The instructions for the following common mailbox tasks are included in the *Getting Started* and *Moving On* sections of this guide:

- Initializing your mailbox (see)
- Recording your personal greetings (see)
- Recording your voice mail directory name (see)
- Accessing your mailbox (see)
- Disabling and enabling ASR (see)
- Accessing voice mail messages (see)
- Recording and sending voice mail messages (see)
- Canceling unheard voice mail messages (see)
- Changing your mailbox password (see)
- Changing the call screening transfer method (see)
- Programming a fax destination (see)
- Changing the message search order (see)
- Programming remote messaging (see)
- Screening calls (see)
- Using the voice mail directory (see)

Enterprise Messaging

Enterprise Messaging (EM) is the Inter-Tel messaging system that uses industry-standard protocols for communication and messaging. EM unifies communication and messaging by providing access to voice mail, fax, and e-mail messages in your mailbox. The EM system provides voice mail users with the following advanced messaging features:

- **Automatic Speech Recognition (ASR):** ASR can be enabled for the entire system or it can be enabled for specific applications (like voice mail) or mailboxes. When ASR is enabled for your mailbox, you can issue spoken commands to navigate the voice mail menus. ASR also allows subscribers and non-subscribers to navigate automated attendant menus, call routing applications, and search the directories. ASR can be enabled for standard voice mailboxes and advanced mailboxes (see page 78). For more information about ASR, see page 18.

- **E-Mail Reader:** E-Mail Reader allows you to access voice, e-mail, and fax messages from your mailbox. For e-mail messages, E-mail Reader uses Text-to-Speech (TTS) capabilities included with EM to convert the text in an e-mail message to a **.wav** file. For fax messages, E-Mail Reader announces the fax envelope. If E-Mail Reader has been enabled for your mailbox, your voice mail, e-mail, and fax messages are unified in one convenient location. For more information and instructions about how to use E-Mail Reader features, see the *Using E-Mail Reader* section, starting on page 75.

Consult your voice mail administrator to see if ASR and/or E-Mail Reader is enabled for your mailbox.

NOTE: EM also includes Unified Messaging inbound and outbound faxing capabilities. For information and instructions about Unified Messaging features, see Issue 2.3 of the *Unified Messaging User Guide*, part number 550.8121.

Automatic Speech Recognition (ASR)

Automatic Speech Recognition (ASR) is a feature available for systems using EM. Because ASR is a very flexible feature, it can be enabled or disabled on several different levels. When ASR is enabled for your mailbox, you can issue spoken commands to navigate the voice mail menus. ASR also allows subscribers and non-subscribers to navigate automated attendant menus, call routing applications, and search the directories using voice commands.

When you access voice mail, if you are given the option to say a command or press a dialpad digit to complete a task, then ASR is enabled for your mailbox. If you are only prompted to press a dialpad digit, ASR is not enabled for your mailbox. If your mailbox is not ASR-enabled, you can still navigate the menus and perform tasks by pressing the appropriate dialpad digits when prompted by the system.

When using ASR, follow these guidelines for best results:

- When completing a mailbox-related task, either say the command each time or press the dialpad digits each time.

- Use the handset when issuing spoken commands. Your endpoint's speaker can pick up background noise and other sounds, which may cause the system to misinterpret a command.

- Voice mail command words are shown on display endpoints. If your endpoint has a display and you don't hear the command word when the prompt is announced, look at the display for the appropriate voice command.

- When you use the dialpad digits to complete a task, you are sometimes prompted to press **#** to indicate to the system that you have finished entering digits. It is not necessary to say "Pound" or "Hash" when using ASR. The silence that follows your voice command replaces the **#** digit.

- While you are recording a message, ASR is temporarily disabled, therefore you cannot issue spoken commands to access options like pause and erase. If you attempt to issue a spoken command while you are recording, your recording will include the command you issued. To access the pause and erase options, you must press the appropriate dialpad digits.

- You cannot use ASR to set up your e-mail password (see). For security reasons, you must enter your e-mail password characters by pressing the appropriate dialpad digits. Entering passwords this way prevents others from overhearing your password.

- If the system cannot interpret your voice commands for three consecutive attempts, ASR is temporarily disabled by the system for the current call. You can still complete tasks using the dialpad digits; however, you will no longer be prompted to say a command.

- You can temporarily disable ASR for the current call by selecting option eight from the main menu.

ABOUT THE TELEPHONE SYSTEM

Follow the guidelines below when using the INT3000 endpoint on the Inter-Tel telephone system.

- Your telephone system may have one dial tone for both intercom calls and outside calls. Or, it may have two dial tones: (1) When you lift the Handset or press ⬤talk⬤, you hear intercom dial tone. (2) When you select an outgoing line, you hear standard outside dial tone.

- Many features are controlled by timers and "time out" if you wait too long before performing the next step. If this happens, you must start over.

- Four fast tones or repeating fast tones signal that you made a mistake, tried to select a restricted line, dialed a restricted or invalid number, dialed too slowly between digits, or waited too long before performing the next step. If you hear this signal, hang up and try again.

- Your telephone system may be equipped with an optional Inter-Tel voice processing system. If so, you will be provided with a separate Voice Mail user guide that explains the Voice Mail features.

- The INT3000 has a two-line display with 16-characters per line. The default display shows the extension number, user name, time of day, and date. Other displays include: reminder messages, do-not-disturb messages, numbers dialed, call sources, elapsed time of calls, current call costs, error messages, etc.

- In this user guide, endpoint locations are often referred to as "stations." Each station in your telephone system has an extension number that allows you to place intercom calls to it. Some stations belong to "hunt groups" that have special extension numbers which route your call through the stations in the group. Your customer service representative, trainer, or system administrator can provide you with a list of extension numbers for your telephone system.

NOTE: The INT3000 endpoint is to be used with CSA Certified (NRTL/C) Inter-Tel Converged Communications Platforms only.

SOFTWARE COMPATIBILITY

Depending upon which software version your telephone system is using, some of the features included in this guide may not be available for your endpoint. Check with your system administrator to see which software version your telephone system currently uses and if there are any features restrictions for your system.

Getting Started

INTRODUCTION

Now that you know what your INT3000 endpoint can do, it's time to start using it. In this section, you'll learn how to make and receive calls, transfer calls, retrieve voice mail messages, and much more.

SETTING UP VOICE MAIL

To begin using your mailbox you will need to complete a few basic set-up procedures to initialize your mailbox, customize your personal greetings, and record your voice mail directory name.

NOTE: If your telephone system uses Enterprise Messaging (EM), your mailbox may have the Automatic Speech Recognition (ASR) feature enabled. When ASR is enabled for your mailbox, you have the option of issuing a spoken command or pressing a dial-pad button. See page 18 for ASR guidelines.

ALSO: If your mailbox has E-Mail Reader enabled, you have an advanced mailbox. See page 75 for information and instructions about using E-Mail Reader features.

Initializing Your Mailbox

To access voice mail, the first thing you need to do is initialize your mailbox. This allows you to change the default password for your mailbox, record your name for the company directories, and listen to the voice mail introduction.

To initialize your mailbox:

1. Dial the voice mail extension number. (You hear the main menu.)
2. Say "Login" or press ⬛< *⬛ to identify yourself as a subscriber.
3. Say "Login" or press ⬛ *⬛ to identify yourself as a subscriber.
4. Access your mailbox number using the dialpad digits.
5. Enter your default password using the dialpad digits.

   NOTE: Your mailbox number is your default password.

   If you want a password, enter a new password using digits 0-9 (up to 12 digits), and then press ⬛ #⬛ when you are done. The messaging system plays back your password.
   If you do not want to use a password, just press ⬛ #⬛.
6. Say "Accept" or press ⬛ #⬛ to accept the entry or say "Erase" or press ⬛ 3⬛ to erase and re-enter your password. The system prompts you to record your directory name.

7. After the tone, record your first and last name.

8. When prompted, do one of the following:

- Say "Accept" or press **#** again to accept the name.
- Say "Replay" or press **1** to replay the name you just recorded.
- Say "Append" or press **2** to add to your name.
- Say "Re-record" or press **3** to erase and re-record your name.

NOTE: The system then plays a prompt that introduces you to the basic voice mail system features. You can skip this introduction by saying "Skip" or by pressing **#**, if desired.

Recording Your Personal Greetings

You can store two different personal greetings in your voice mailbox: a primary and an alternate. You may change or choose to use either greeting at any time. You can then select which greeting you want played when a caller reaches your voice mailbox. Because the purpose of this greeting is to tell callers why they have reached your voice mailbox, you should include the following information:

- Whether or not you are in the office and where you can be reached

- When you will be returning calls

- For callers who do not wish to leave a message, how to exit voice mail (say "Operator" or press **0** to return to the operator)

The following are some sample greetings to help you plan your message:

- **Primary Greeting:** Hello, this is _____. I am either on another line or away from my desk and cannot take your call at this time. If you need to speak to someone immediately, please dial zero now. Otherwise, leave a detailed message, and I will return your call as soon as possible. Thank you.

- **Alternate Greeting:** Hello, this is _____. I will be away from the office from *day/date* until *day/date*. If you need to speak to someone immediately, please dial zero now. Otherwise, leave a detailed message, and I will return your call when I return. Thank you.

You can also select the **System Greeting** if you do not want to record a primary or alternate greeting. The system greeting states, "Mailbox number (xxxxx) is not available." Depending on how your system is programmed, the system greeting may also include, "After the tone, please record your message. When finished, you may hang up to deliver the message or press pound for more options."

To record/change your personal greeting:

1. Access your mailbox as described on page 37.
2. Say "Personal" or press **4** to select the Personal Options Menu.
3. Say "Greeting" or press **1** to record or change your personal greeting.
4. Do one of the following:
   - Say "Primary" or press **1** to record and/or enable your primary greeting.
   - Say "Alternate" or press **2** to record and/or enable your alternate greeting.
   - Say "System" or press **3** to enable the system default mailbox greeting.
5. *If you selected the system greeting option,* hang up.

   If you selected the primary or alternate greeting option, record your greeting when prompted, then press **#**.

   If you already have a primary or alternate greeting, it is played when you select primary or alternate.

   You can then do one of the following:
   - Say "Accept" or press **#** to accept the greeting.
   - Say "Replay" or press **1** to replay the greeting.
   - Say "Append" or press **2**, add to the greeting, and then press **#**.
   - Say "Erase" or press **3** to erase and re-record the greeting.
   - Say "Cancel" or press ***** to exit without changing your greeting.
6. Press **END** to hang up.

Recording Your Voice Mail Directory Name

Your recorded name is used to identify you in the voice mail directory and to verify your mailbox number when messages are addressed to you. Although you record your name when you first initialize your mailbox, you can change it at any time.

To record your directory name:

1. Access your mailbox as described on page 37.
2. Say "Personal" or press **4** to select the Personal Options Menu.
3. Say "Name" or press **2**. Your recorded name is played.
4. Do one of the following:
   - Say "Accept" or press **#** to accept your recorded name.
   - Say "Replay" or press **1** to replay your recorded name.
   - Say "Append" or press **2** to add to your name.
   - Say "Erase" or press **3** to erase and re-record your name. When you hear a tone, record your first and last name. Then say "Accept" or press **#** to accept your recorded name.
5. Press **END** to hang up.

MAKING AND RECEIVING CALLS

Making and receiving calls is the basic purpose of any endpoint. With your endpoint, you can make/receive intercom, outside, and emergency calls.

Intercom Calls

Your extension number allows other people to place intercom calls to you, without dialing any extra codes. And, because every endpoint in your telephone system is assigned an extension number, you can call other people in your system quickly and easily.

NOTE: Ask your system administrator for a list of extensions.

Placing Intercom Calls

To place an intercom call:

1. Press **talk** and dial an extension number.

2. *If your call goes through handsfree to the called endpoint's speaker,* speak after you hear a double tone.

   If you hear continuous ringing, wait for the call to be answered.

3. When finished, press **talk** to hang up.

To place a non-handsfree call that will ring at the other endpoint until answered:

Press **#** before dialing the extension number. (This step is not necessary if you programmed your endpoint for the Ring Intercom Always feature described below.)

To program your endpoint to *always* send non-handsfree calls using the Ring Intercom Always feature or to cancel the Ring Intercom Always feature:

Dial **3 7 7**. The current status is shown.

To leave a message if there is no answer or the endpoint is busy:

Press **spcl** and dial **3 6 5**. Then hang up *or* wait for their message center to answer. (See page 35 for more Message options.)

NOTE: This option appears only if the called endpoint has a voice mailbox.

If the endpoint is busy when you place an intercom call, you can do any of the following:

- *To stay on the line and wait for the endpoint to become available:* Do not hang up. After a system timer expires, you hear music until the endpoint is available. (You cannot do this if the called endpoint is in Do-Not-Disturb mode.)

- *To request a callback (queue on to the endpoint):* Press **6** and hang up. When the endpoint is available, your endpoint rings. (To cancel the queue request before the callback, press **6**.)

Receiving Intercom Calls

The endpoint will ring or vibrate to alert you. Also, a line indicator on the display may flash, and the display may show information about the call, such as caller's name and extension.

To receive an intercom call:

Press **talk** or lift the Handset out of the Battery Charger.

To redirect a ringing call to another extension or to an outside number:

1. Press **spcl** and dial **3** **3** **1**.

2. Enter the extension or outside number to which you want to redirect the call. See page 33 for more information.

To pick up (reverse transfer) a call that is ringing or holding at another endpoint or hunt group:

1. Press **talk** or lift the Handset, then press **4**.

2. Dial the extension or hunt group number where the call is ringing. (See page 71 for more information about hunt groups.)

Outside Calls

With outside calls, you can talk to people who aren't members of your telephone system. When you make an outside call, however, you must dial the area codes or long distance digits that your telephone company requires.

Placing Outside Calls

To place an outside call:

1. If necessary, lift the Handset from its Battery Charger.

1. Press **call 1-4**.

2. Dial the desired number.

> **NOTE:** If you see a request for an account code and hear a single beep, you must dial an account code before you can place your call (see page 63).

3. When finished with the call, press **talk** to hang up.

To request a callback (queue on to the line) if all outgoing lines are busy when you try to call out:

1. When you hear busy signals, press **6** and **talk** to hang up.

> **NOTE:** You can do this even if your call has *camped on* and you hear music.)

2. When your endpoint rings, press **talk** or lift the Handset and wait for the other party to answer.

To cancel a queue before the callback:

Press **`6`**.

When dialing the number, you can do one of the following:

- Use the speed-dial directory, see .

- Use the station speed-dial feature, see .

- Use the system speed-dial feature, see .

- Redial the last outside number you dialed, see .

Receiving Outside Calls

To receive an outside call:

Press **`talk`** or **`call 1-4`**. Or, lift the Handset out of the Battery Charger.

To redirect a ringing call to another extension or to an outside number:

— Press **`spcl`** and dial **`3`** **`3`** **`1`**.

— Enter the extension or outside number to which you want to redirect the call. See for more information.

To pick up (reverse transfer) a call that is ringing or holding at another endpoint or hunt group:

1. Lift the Handset or press **`spcl`** and then dial **`4`**.

2. Dial the extension or hunt group number where the call is ringing. (See for more information about hunt groups.)

Emergency Calls

To make an emergency call:

Press **`call 1-4`** and dial **`9`** **`1`** **`1`** to automatically place a call to the preset emergency number.

Call Waiting

If you receive a call while you are already on another call, you will hear a "call waiting" tone through your handset and/or you see a display.

To respond to a waiting call:

- *To end the current call,* press **`talk`**. The waiting call rings in. Answer by pressing **`talk`** again.

- *To place the current call on hold,* press **`hold`**. Then press **`talk`**. When the waiting call rings, press **`talk`** again. You can switch between calls by pressing **`hold`**.

- *To have the caller hear Do-Not-Disturb signals:* Press **`spcl`** and **`6`**. (See for more information about Do-Not-Disturb mode.)

PLACING CALLS ON HOLD

You can place calls on hold in one of two ways: individual or system.

- *Individual Hold* places the call on hold at one endpoint. It can then be directly picked up at that endpoint or it can be picked up at another endpoint using the Call Pickup (Reverse Transfer) feature (see .

- *System Hold* places the call on hold in the system. You can then pick up the call at any endpoint that has a flashing button for the call, including the endpoint that placed it on hold.

NOTE: You cannot place intercom calls on system hold.

To place a call on Individual Hold:

1. Press **hold**. The line number will flash.
2. Press **talk** to hang up *or* place another call.

To place an outside call on System Hold:

1. Press **spcl** and dial **3** **3** **5**.
2. Press **talk** to hang up *or* place another call.

To return to a call that is on hold:

Press **hold** or the flashing button.

MUTING THE MICROPHONE

To mute the microphone so that you can hear the other party but they cannot hear you (this does not put them on hold):

Press **mute**. Your endpoint will remain muted until you press **mute** again, even if you hang up or place another call. While the microphone is muted the **TALK** icon in the display flashes.

PLACING CONFERENCE CALLS

With the Conference feature, you can establish a conference call with up to three intercom and/or outside parties (four, including you).

To place a conference call:

1. While on the first call, press **spcl** and **5** to put the call on hold.

2. Place an intercom or outside call. To place it on "conference wait hold," press **spcl** and **5**. (If necessary, repeat this step to place one more call on hold.)

3. Press **5** to join all of the calls together in the conference.

During the conference call you can do the following:

- *To place the conference on hold:* Press **hold**. This places the conference on hold (the parties are still connected). To return to the conference, press the flashing **call 1-4** button.

- *To add additional parties to the conference:* Do the following:

    a. Press **spcl** and **5**. This leaves the conference parties connected.

    b. Place a call to the party to be added to the conference.

    c. Press **spcl** and **5** twice to put yourself and the new party into the conference.

- *To end the conference and place all parties on individual hold:* Press **spcl** and dial **5** and then press **hold** to place all of the parties on individual hold. You can then speak to one party at a time by pressing **hold** or a flashing line number.

- *To transfer the conference to another extension or to voice mail:* Press **xfer** and dial the desired extension number. Then hang up when you are ready to complete the transfer.

GETTING STARTED

TRANSFERRING CALLS

Although transferring calls is considered a basic function of an endpoint, your endpoint has many advanced options for this feature. With your endpoint, you can transfer to another extension, voice mail, or even an outside line.

To Another Extension

1. *EITHER,* Press ⬛ *xfer* .

   OR, Press ⬛ *spcl* and dial ⬛ 3 ⬛ 4 ⬛ 6 to place the call on hold at the other endpoint.

2. Dial the desired extension number.

3. Wait for an answer, announce the call, and then hang up to complete the transfer.

   If the number is busy, there is no answer, or the transfer is refused, return to the caller being transferred by pressing the flashing ⬛ *call 1-4* .

To Voice Mail

1. Press ⬛ *xfer* .

2. Dial the main voice mail extension number (so that the caller can select the mailbox number) and press ⬛ *talk* to hang up and complete the transfer.

   OR, dial the specific voice mail mailbox and press ⬛ *talk* to hang up and send the call to the voice mail menu.

To an Outside Number

1. Press ⬛ *xfer* .

2. Select an outgoing line.

3. Dial the desired telephone number.

4. Wait for an answer, announce the call, and then press ⬛ *talk* to hang up and complete the call.

   If the number is busy, there is no answer, or the transfer is refused, return to the caller being transferred by pressing flashing line number.

USING REVERSE TRANSFER

The Reverse Transfer (Call Pick Up) feature allows you to answer a call that is ringing or holding at another endpoint. For example, if the attendant transfers a call to you but you have stepped away from your endpoint, you can pick up the call using another endpoint.

To answer a call ringing or holding at another endpoint:

1. Press **TALK** or lift the handset and dial **4**.

2. Dial the extension or hunt group number where the call is ringing or holding. You are automatically connected to the call.

NOTE: If the Group Call Pickup feature is enabled, you can pick up a call ringing at any station in a hunt group by dialing the hunt group's extension number.

FORWARDING CALLS

With the Forwarding feature, you can have calls follow you (e.g., forwarded to a cell phone), or you can redirect calls to a voice mail or other extension.

Manual Call Forwarding

Manual call forwarding allows you to send incoming calls to another extension number. You can even forward calls to outside numbers, if your endpoint is programmed to allow this.

To forward calls:

1. Dial one of the following feature codes:

    - **3 5 5** (Call Forward All Calls): All incoming calls are forwarded without ringing at your endpoint.
    - **3 5 6** (Call Forward If No Answer): All incoming calls are forwarded if they are not answered before a timer expires.

      NOTE: You cannot adjust this timer. Only the installer or system administrator can.

    - **3 5 7** (Call Forward If Busy): When your endpoint is busy, all incoming calls are forwarded without ringing at your endpoint.
    - **3 5 8** (Call Forward If No Answer or Busy): All incoming calls are forwarded if your endpoint is busy or if you do not answer, as described above.

2. Do one of the following:

    - *To forward to an outside telephone number:* Select an outgoing line and dial a telephone number.
    - *To forward to an extension number:* Dial the extension number.
    - *To forward to your message center:* Press your **MSG** button (if you have one).

To cancel any call forward request:

Dial **3 5 5** and press **#**.

Redirect Call

The Redirect Call feature allows you to forward any call that is ringing on your endpoint without having to answer the call.

To redirect calls:

1. Press **spcl** and dial **3 3 1**.

2. Dial the extension number.

To redirect a call to an outside telephone number:

1. Press **spcl** and dial **3 3 1**.

2. Enter the outside telephone number.

Automatic System Forwarding

Automatic System Forwarding allows your system administrator to route calls based on the type of call and the status of your telephone. Although you cannot program the path of a system forward, you can enable or disable this feature on your endpoint.

To enable or disable System Forwarding:

Dial **3 5 4**.

REDIALING A NUMBER

In an ideal world, someone will always answer the endpoint when you call. But, because you will occasionally receive a busy signal or no answer, it's nice to have the Redial feature. Although most endpoints redial the last number *dialed*, your system administrator can program your endpoint to redial the last number *saved*.

To use the Last Number Dialed feature (if enabled):

Press ❬*redial*❭. A line is selected automatically and the number is dialed.

To use the Last Number Saved feature (if enabled):

- *To save a number:* While the endpoint is idle or while listening to intercom dial tone, press ❬*redial*❭. This replaces the current number in redial memory with the last number that you dialed.

- *To redial the saved number:* While on a call or after selecting a line, press ❬*redial*❭. A line is selected automatically and the number in redial memory is dialed.

DISPLAYING INFORMATION ON YOUR ENDPOINT

Your endpoint has two lines of display where you can view information, such as the date and time or the outside party's name/number.

Date, Time, Name, and Extension Number Display

You can temporarily display the system date and time, your user name, and your extension number at any time.

To show the date and time display (while on a call, in do-not-disturb, etc.):

Press ❬*spcl*❭ and dial ❬*3*❭❬*0*❭❬*0*❭.

Outside Party's Name

If you are currently connected to an outside caller with Caller ID, you can toggle between displaying the caller's name and number.

To show the outside party's name:

Press ❬*spcl*❭ and dial ❬*3*❭❬*7*❭❬*9*❭.

NOTE: If there is no outside party name available, the display shows CANNOT ACCESS FEATURE.

STATION-TO-STATION MESSAGES

Leaving Messages

If you call an endpoint that is busy, does not answer, or is in do-not-disturb, you can use the station-to-station messaging feature to let the other person know you called.

To signal that a message is waiting, a called endpoint's MSG button flashes and the display shows the number of waiting messages.

If You Do Not Have a MSG Button

To leave a message:
1. If you call an endpoint that is busy, does not answer, or is in do-not-disturb, and want to leave a message, hang up.
2. Then dial **3 6 7** and dial the desired extension number.

To cancel a message that you left at another endpoint:
1. Dial **3 6 6**.
2. Dial the extension number of the endpoint where you left the message.

If You Have a MSG Button

If you have a MSG button, there are two messaging options:

- **Have the called party return your call.** When the party you called responds to the message indication, a call is automatically placed to your endpoint.

- **Leave a message with the called party's message center.** When the party you called responds to the message indication, a call is automatically placed to his or her message center instead of your endpoint. Sometimes the Voice Mail system is programmed as the message center.

To leave a message while on an intercom call:
1. After calling the extension where you want to leave the message, press your MSG button.
2. Press **talk** to hang up or wait for the message center to answer.

To cancel a message that you left at another endpoint:
1. Dial **3 6 6**.
2. Dial the extension number of the endpoint where you left the message.

Receiving Messages

If You Do Not Have a MSG Button

When you see MSG on your display:

Dial **3 6 5** to view the message, then press **#**. A call is automatically placed to the endpoint or message center that left the first waiting message.

To cancel a waiting message:

Dial **3 6 5** to view the message, then press *****. The message is canceled.

If You Have a MSG Button

When you see MSG on your display:

Lift the Handset and press your **MSG** button. A call is automatically placed to the endpoint or message center that left the first waiting message.

If you have more than one message, you can select the message you want to answer or cancel:

1. Press the **MSG** button repeatedly to view your waiting messages. The display shows MESSAGE RECEIVED FROM *(source)*.

2. When the desired message is displayed, press **#** to respond or press ***** to cancel the message without responding.

ACCESSING YOUR MAILBOX

If you have a message waiting in your mailbox, you must access your mailbox to retrieve it.

NOTE: If your telephone system uses Enterprise Messaging (EM), your mailbox may have the Automatic Speech Recognition (ASR) feature enabled. When ASR is enabled for your mailbox, you have the option of issuing a spoken command or pressing a dial-pad button. See page 18 for ASR guidelines.

ALSO: If your mailbox has E-Mail Reader enabled, you have an advanced mailbox. See page 75 for information and instructions about using E-Mail Reader features.

When you access your mailbox, depending on the voice processing system, enabled features, and mailbox status, you may hear one of the following messages:

- **Mailbox almost full or full:** If your mailbox is full, no new messages can be received until you delete waiting or saved messages.

- **Quota grace limit reached:** The quota grace limit is an EM feature. If this feature is enabled, it allows a mailbox to "overfill" beyond normal capacity. When the quota grace limit has been reached, this announcement is played.

- **Message count and type:** The system announces the number of new and/or saved messages that are in your mailbox. The system also informs you if the messages are priority messages. If E-Mail Reader is enabled for your mailbox, the media type is indicated.

- **Remote Messaging:** The system indicates if the Remote Messaging feature is enabled (see page 55). It also alerts you if a programming error has been detected when attempting to place a Remote Messaging call.

To access your mailbox:

1. Dial the voice mail extension number. (You hear the main menu.)
2. During or after the greeting, say "Login" or press ⬮✱ to identify yourself as a subscriber.
3. Say or enter your mailbox number.
4. Enter your mailbox password (if programmed), then press ⬮#. If you do not have a password, press ⬮# to bypass the password prompt. See page 51 for information on programming passwords.

NOTE: Generally, saying "Skip" or pressing ⬮# during any voice mail operation will advance you to the next step. For example, when leaving a voice mail message for another voice mail user, you can say "Skip" or press ⬮# to skip the person's introductory message and proceed directly to the recording phase. Similarly, while listening to messages, you can say "Skip" or press ⬮# to skip the system-generated voice prompts and proceed directly to the playback phase. Also, at any menu level, you can say "Cancel" or press ⬮✱ to cancel or return to the previous menu.

DISABLING AND ENABLING ASR

If your telephone system uses Enterprise Messaging (EM), your mailbox may have the Automatic Speech Recognition (ASR) feature enabled. When ASR is enabled for your mailbox, you have the option of issuing a spoken command or pressing a dialpad button.

If your environment prevents you from using ASR, you can temporarily disable it by accessing option number eight on the main subscriber menu. This option disables ASR for that particular call only.

Option number eight is used as a toggle, and you can re-enable ASR by pressing the number eight again on the main subscriber menu only. Also, if you press a dialpad digit at the main subscriber menu to access mailbox functions, ASR is automatically turned off and will remain off for the rest of the call.

For ASR guidelines, see page 13.

NOTE: If your mailbox has E-Mail Reader enabled, you have an advanced mailbox. See page 71 for information and instructions about using E-Mail Reader features.

To temporarily disable ASR:
1. Access your mailbox as described on page 37.
2. Say "Disable" or press ⬤₈ to disable ASR for the call.

NOTE: To enable ASR after disabling it, press ⬤✱ until you are back at the main menu. Press ⬤₈ to enable ASR.

ACCESSING VOICE MAIL MESSAGES

When you access your mailbox, you can listen to new and saved voice mail messages. After listening to your voice mail messages you can access the associated options.

NOTE: If your telephone system uses Enterprise Messaging (EM), your mailbox may have the Automatic Speech Recognition (ASR) feature enabled. When ASR is enabled for your mailbox, you have the option of issuing a spoken command or pressing a dial-pad button. See page 18 for ASR guidelines.

ALSO: If your mailbox has E-Mail Reader enabled, you have an advanced mailbox. See page 75 for information and instructions about using E-Mail Reader features.

Listening to Messages

To listen to messages:

1. Access your mailbox as described on page 37.

2. *If E-Mail Reader is enabled for your mailbox*, say "Voice Mail" or press **1**.

   If E-Mail Reader is not enabled for your mailbox, skip this step.

3. Select one of the following:

   - Say "New" or press **1** to listen to new messages.
   - Say "Saved" or press **3** to listen to saved messages.

4. While you are listening to a voice mail message, you can use the following options:

   - Say "Skip" or press **#** to skip to the end of the recording.
   - Say "Back up" or press **1** to "rewind" a few seconds and replay the message.
   - Say "Pause" or press **2** to pause. (Say "Continue" or press **#** to continue.)
   - Say "Forward" or press **3** to skip ahead.
   - Say "Lower" or press **4** to lower the volume.
   - Say "Envelope" or press **5** to play the message envelope.
   - Say "Higher" or press **6** to raise the volume.
   - Say "Save" or press **7** to save the new message in your mailbox.
   - Say "Delete Message" or press **9** to delete the message.

NOTE: You may be prompted to confirm deleting the message. Say "Yes" to delete the message or "No" to cancel the request to delete the message.

5. When the message has finished playing, you have the following options:

- Say "Replay" or press **1** to replay the message from the beginning.
- Say "Reply" or press **2** to reply to the message. You have the following options:
  - Say "Voice Mail" or press **1** to leave a voice mail message for the caller.

    If the caller has a mailbox number, you are prompted to verify the destination by saying "Yes" or by pressing **#**.

    If the number was not associated with a mailbox, the prompt requests a mailbox number.

    If the message was from an outside caller, you cannot leave a voice mail message.
  - Say "Call Back" or press **2** to make a return call. Your call will be transferred automatically to the caller's extension or telephone number, if the number is available.

    If the user is not available, you will have the option of leaving a voice mail message.

    If the telephone number is not available, you cannot reply to the message.
- Say "Forward" or press **3** to forward a copy of the message to another subscriber. *If you want to include an introduction,* say "Record" or press **1**. Otherwise, say "Accept" or press **#** to forward the message without additional comments.
- Say "Previous" or press **4** to listen to the previous message.
- Say "Envelope" or press **5** to play the introductory message envelope (see for information on envelope options).
- Say "Next" or press **6** to listen to the next message.
- Say "Save" or press **7** to save the new message in your mailbox.
- Say "Delete Message" or press **9** to delete the message.

NOTE: You may be prompted to confirm deleting the message. Say "Yes" to delete the message or "No" to cancel the request to delete the message.

6. Press **talk** to hang up.

Recovering Deleted Voice Mail Messages

If you accidently delete a voice mail message, you can retrieve it within a specific time frame (programmed by your system administrator). Any retrieved messages are then restored to your saved-message queue. Messages that are not undeleted within the programmed time (up to 24 hours) are automatically erased.

NOTE: If E-Mail Reader is enabled for your mailbox, you can also recover deleted e-mail and fax messages. See for instructions about how to recover deleted voice mail, e-mail, and fax messages.

To recover deleted voice mail messages:

1. Access your mailbox as described on .

2. Say "Options" or press **5** for Message Options.

3. Say "Recover" or press **2** to access undelete options.

4. *EITHER,* Say "Listen" or press **1** to listen to your deleted messages and choose which ones to recover. After each message you can:

    - Say "Replay" or press **1** to replay the message.
    - Say "Reply" or press **2** to reply to the message.
    - Say "Forward" or press **3** to forward the message.
    - Say "Previous' or press **4** to listen to the previous message.
    - Say "Envelope" or press **5** to play the message envelope.
    - Say "Next" or press **6** to listen to the next message.
    - Say "Recover" or press **7** to recover the message.

    OR, say "Recover" or press **2** to recover all deleted messages.

    OR, Say "Purge" or press **3** to **permanently** delete all deleted messages.

5. Press ⬛*talk* to hang up.

Recording and Sending Voice Mail Messages

You can record and send voice mail messages by accessing the record option on the main menu.

NOTE: If E-Mail Reader is enabled for your mailbox, a reply to an e-mail message (see page 77) is a recorded voice message that is attached to the e-mail as a `.wav` file.

To record and send voice mail messages:

1. Access your mailbox as described on page 37.

2. Say "Record" or press **2**.

3. Say or enter the desired mailbox number or group list number. The system announces the name assigned to the mailbox number or group list number. You have the following options:

   - Say "Yes" or press **#** to accept the subscriber's name.
   - Say "No" or press ***** to start over.

4. Record your message after the tone. While recording, you have the following options:

   - Press **2** to pause while recording. (Say "Continue" or press **#** to continue.)
   - Press **3** to erase and re-record your message.

5. When finished recording, you can press **#** to access the following options:

   - Say "Send" or press **#** to send the message and return to the voice mail options.
   - Say "Cancel" or press ***** to cancel the recording.
   - Say "Replay" or press **1** to replay your message.
   - Say "Append" or press **2** to add to your message.
   - Say "Erase" or press **3** to erase and re-record your message.

- Say "Copy" or press ④ to copy your message to other mailboxes. Say or enter the desired mailbox number or group list number. The system announces the name assigned to the mailbox number or group list number. You have the following options:
  - Say "Yes" or press ＃ to accept the subscriber's name.
  - Say "No" or press ＊ to start over.

  Press ＊ when you are done adding mailboxes.

- Say "Options" or press ⑨ to use the special delivery options. You can then use one or more of the following options:
  - Say "Private" or press ① to mark the message "private." (This prevents the recipient from forwarding it to other subscribers.)
  - Say "Certified" or press ② to mark the message "certified." (When the recipient listens to the message, you will receive a receipt notice.)
  - Say "Priority" or press ③ to mark the message "priority." (This will place your message ahead of all other waiting messages in the receiving mailbox.)
  - Say "Send" or press ＃ to send the message and return to the voice mail options.
  - Say "Cancel" or press ＊ to cancel delivery options.

NOTE: If you select the copy or special delivery options and then do not respond to the prompts, the system will time out and deliver your message to the original recipient.

6. Press ⬤*talk* to hang up.

Canceling Unheard Voice Mail Messages

You can cancel unretrieved messages that you have sent to individuals, but not messages that you sent to group lists.

To cancel unheard voice mail messages:

1. Access your mailbox as described on .

2. While listening to the voice mail main menu, say "Options" or press **5** for Message Options.

3. Say "Unheard" or press **1**.

4. When prompted, say or enter the number of the mailbox containing the unheard message.

5. Say "Yes" or press **#** to confirm the mailbox you are selecting. Voice mail will tell you how many messages you have waiting at the mailbox and play them for you. After each message, you can:

   - Say "Replay" or press **1** to replay the message.
   - Say "Append" or press **2** to add to the message.
   - Say "Forward" or press **3** to forward the message to another mailbox.
   - Say "Previous" or press **4** to listen to the previous message.
   - Say "Envelope" or press **5** to play the message envelope.
   - Say "Next" or press **6** to listen to the next message.
   - Say "Save" or press **7** to save the message in your mailbox.
   - Say "Delete Message" or press **9** to delete the message.

   NOTE: You may be prompted to confirm deleting the message. Say "Yes" to delete the message or "No" to cancel the request to delete the message.

6. Press **talk** to hang up.

USING DO-NOT-DISTURB MODE

If you are away from your desk, or if you do not want to be disturbed, you can use the DND feature. This halts all pages and calls to your endpoint, except queue callbacks, recalls, and direct ring-in calls. When other users call your endpoint, they hear a repeating signal of four fast tones and, if they have a display endpoint, see the DND message you have selected.

Your telephone system can have up to 20 different DND messages, each of which can be changed by the system administrator, installer, or programmer. Your trainer or system administrator will give you a list of the programmed DND messages. For convenience, you should update the following default list.

	DEFAULT MESSAGE	NEW MESSAGE		DEFAULT MESSAGE	NEW MESSAGE
01	DO-NOT-DISTURB		11	OUT OF TOWN 'TIL	
02	LEAVE A MESSAGE		12	OUT OF OFFICE	
03	IN MEETING UNTIL		13	OUT UNTIL	
04	IN MEETING		14	WITH A CLIENT	
05	ON VACATION/ HOLIDAY 'TIL		15	WITH A GUEST	
06	ON VACATION/ HOLIDAY		16	UNAVAILABLE	
07	CALL ME AT		17	IN CONFERENCE	
08	AT THE DOCTOR		18	AWAY FROM DESK	
09	ON A TRIP		19	GONE HOME	
10	ON BREAK		20	OUT TO LUNCH	

Because the system DND message only uses one line of your display, you can enter a second line of text, up to 16 characters. For example, if you select 03 (IN MEETING UNTIL) as your first line of text, you can enter "3:30" as your second line. Callers with a display endpoint will then see, "IN MEETING UNTIL 3:30."

To enable DND:
1. Dial **3** **7** **2**.
2. Dial the desired two-digit number for the message you wish to use.

3. *If desired,* customize the second display line by entering the desired numbers or letters as described below:

- *Remain in numeric mode:* Press the dialpad buttons to dial the desired numbers. Press **#** for a hyphen (-) or press **＊** for a colon (:). If you have a **FORWARD** button, use that to enter a space.

- *Change to alphanumeric mode:* Press the **MSG** button (if you have one) and then press the dialpad buttons to enter the desired characters. (See the chart on the right.) The number of times a button is pressed determines which character is entered. For example, 33377744432999 would enter "FRIDAY." You need a **FORWARD** button to enter adjoining characters that are located under the same button or to leave spaces. For adjoining characters, press the **FORWARD** button once to advance to the next character. For example, 6**FWD**666**FWD**6632999 would enter "MONDAY." (Note that letters correspond to the letters printed on dialpad buttons 1-9. Press **BACKSPACE** to backspace.

NOTE: To use the Backspace button, you must pre-program the feature button (feature code 314) on your endpoint to use the Backspace button. Refer to , *Programming Your Feature Buttons* section for details on how to program the backspace button.

4. Press **talk** to hang up.

BUTTON	NUMBER OF TIMES BUTTON IS PRESSED										
	1	2	3	4	5	6	7	8	9	10	11
	ENGLISH CHARACTERS					JAPANESE CHARACTERS*					
1	-	&	(	)	1	A	I	U	E	O	a
2	A	B	C	'	2	KA	KI	KU	KE	KO	i
3	D	E	F	!	3	SA	SHI	SU	SE	SO	u
4	G	H	I	*	4	TA	CHI	TSU	TE	TO	e
5	J	K	L	#or /**	5	NA	NI	NU	NE	NO	o
6	M	N	O	N or # **	6	HA	HI	FU	HE	HO	tsu
7	P	Q	R	S	7	MA	MI	MU	ME	MO	ya
8	T	U	V	?	8	YA	YU	YO	.	,	yu
9	W	X	Y	Z	9	RA	RI	RU	RE	RO	yo
0	@	:	.	,	0	WA	WO	N	pa	ba	long

*The Japanese characters are only available if the Multilingual feature is enabled and Japanese is installed as the secondary language.

**The character available depends on the software version.

To cancel Do-Not-Disturb:

Dial **3** **7** **2**.

USING REMINDER MESSAGES

Never be late for a meeting again! With Reminder Messages, you can program your endpoint, up to 24 hours in advance, to alert you at a specified time. At the programmed time, the reminder message signals you with eight short tones, and your display shows the message. If you are on a call, you still hear the tones, and the message displays for ten seconds. Then the display returns after you hang up. (Reminder displays interrupt, but do not affect programming.)

Your telephone system can have up to 20 different reminder messages, each of which can be changed by the system administrator, installer, or programmer. Your trainer or system administrator will give you a list of reminder messages for your system. For convenience, you should update the following default list.

	DEFAULT MESSAGE	NEW MESSAGE		DEFAULT MESSAGE	NEW MESSAGE
01	MEETING		11	CALL ENGINEERING	
02	STAFF MEETING		12	CALL MARKETING	
03	SALES MEETING		13	CALL ACCOUNTING	
04	CANCEL MEETING		14	CANCEL DND	
05	APPOINTMENT		15	CANCEL CALL FWD	
06	PLACE CALL		16	TAKE MEDICATION	
07	CALL CLIENT		17	MAKE RESERVATION	
08	CALL CUSTOMER		18	REVIEW SCHEDULE	
09	CALL HOME		19	LUNCH	
10	CALL CORPORATE		20	REMINDER	

To request a reminder message:

1. Dial **3 0 5**.

2. Dial the desired two-digit number for the message that you want.

3. While the desired message is displayed, press **#**.

4. Enter the time you wish to receive the message in hours and minutes. For example, 0900 = 9:00. (If you dial three digits, such as 900 for 9:00, press **#**.)

NOTE: If your system is set for 12-hour display format, press **1** for AM or press **2** for PM. (If it is set for 24-hour format, you do not need this step.)

To cancel all reminder message requests before they signal you:
Dial **3 0 6**.

To clear a received reminder message:
Press *****.

Moving On

MOVING ON

INTRODUCTION

Now that you've mastered the basics, it's time to move on to the advanced features. In this section, you'll learn how to set preferences for your endpoint, program buttons, use directories, access your voice mailbox remotely, and perform various other functions.

SETTING ENDPOINT PREFERENCES

Your endpoint and voice mailbox are automatically set to specific defaults. You can, however, configure many of these settings at any time.

Selecting a Ring Tone

The tone of your INT3000's ring signals can be changed to create distinctive ringing. If endpoints are placed close together, changing the tone makes each endpoint's ring easier to recognize.

To select the type of ring tone for your INT3000:

Press **r / vol**. You can choose Ring Type A (High or Low), Ring Type B (High or Low), Ring Type C (High or Low), or Ring Off (vibrate mode).

Changing the Language

When your telephone system is installed, the system administrator can choose two of four different languages (American English, British English, Japanese, or Spanish) as the Primary and Secondary Language. You can then change the display and voice mail prompts on your endpoint by toggling between the Primary and Secondary Language. For example, if the system's Primary Language is American English, and your endpoint is programmed for the Primary Language, all displays appear in American English, and your voice mail prompts are played in American English (unless changed, as outlined below). If the Secondary Language is Japanese, and your endpoint is programmed for the Secondary Language, all displays appear in Japanese (Katakana) characters, and your voice mail prompts are played in Japanese.

NOTE: You can only use the Secondary Language voice mail prompts if they are loaded on the system. By default, all endpoints are set for the Primary Language. See your system administrator to determine what languages are programmed for your telephone system.

You can also program messages using English/Spanish or Japanese characters, or a combination of both (see page 65 for a list of characters). In displayed lists, such as directories, the English/Spanish characters are alphabetized before the Japanese characters. Therefore, Japanese names appear after the English/Spanish names.

To change the assigned language for your endpoint:

Dial **3 0 1** to change between your system's Primary and Secondary languages, as desired. Your display shows the current language.

Returning to Default Station

You can return your endpoint to default settings at any time. This feature returns volumes to default levels; cancels Do-Not-Disturb, manual call forwarding, background music, and queue requests; and restores handsfree mode, pages, hunt group calls, and system forwarding all at once.

To return your endpoint to default:

Dial **3** **9** **4**.

SETTING MAILBOX PREFERENCES

Your mailbox contains personal options to allow you to customize voice mail functions. However, before you change your voice mail options, you must first initialize your mailbox (see page 22).

NOTE: If your telephone system uses Enterprise Messaging (EM), your mailbox may have the Automatic Speech Recognition (ASR) feature enabled. When ASR is enabled for your mailbox, you have the option of issuing a spoken command or pressing a dial-pad button. See page 18 for ASR guidelines.

ALSO: If your mailbox has E-Mail Reader enabled, you have an advanced mailbox. See page 75 for information and instructions about using E-Mail Reader features.

Changing Your Mailbox Password

Your password prevents unauthorized access to your mailbox. When you first initialize your mailbox, you are prompted to change your password from the default (your mailbox number).

You can change your mailbox password at any time. The new password can be up to 12 digits long and must be numeric.

To change your mailbox password:

1. Access your mailbox as described on page 37.

2. Say "Personal" or press **4** to select the Personal Options Menu.

3. Say "Password" or press **3**.

   If you want a password, enter a new password using digits 0-9 (up to 12 digits), and then press **#** when you are done. The messaging system plays back your password.

   If you do not want to use a password, just say "Skip" or press **#**.

4. Say "Accept" or press **#** to accept the password as entered or say "Re-enter" or press **3** to erase and re-enter your password.

5. Press **talk** to hang up.

Changing the Voice Mail Message Envelope

When you receive a voice mail message, the voice mail system plays an "envelope" that can include the time and date the message was left, the source of the message, and/or the message length. By default, the envelope contains all of this information, but you can change your envelope, as described below.

NOTE: If E-Mail Reader is enabled for your mailbox, you can also change your e-mail and fax message envelopes. See page 82 for instructions about how to change your voice mail, e-mail, and fax message envelopes.

To change your voice mail message envelope:

1. Access your mailbox as described on page 37.

2. Say "Personal" or press ④ to select the Personal Options Menu.

3. Say "Envelope" or press ④ to select the Message Envelope Options Menu.

   You can then do any of the following:

   - Say "Time, Date" or press ① to enable or disable the time and date options.
   - Say "Source" or press ② to enable or disable the message source option.
   - Say "Length" or press ③ to enable or disable the message length option.
   - Say "All Options" or press ④ to enable all options and return to the Personal Options Menu.
   - Say "None" or press ⑤ to disable the entire envelope and return to the Personal Options Menu.
   - Say "Accept" or press ⧣ to accept the changes.
   - Say "Cancel" or press ✱ to return to the Personal Options Menu.

4. Press ▭talk▭ to hang up.

Changing the Call Screening Transfer Method

NOTE: The Call Screening feature is available only if it is enabled for your mailbox. Contact your voice mail administrator to see if this feature is enabled for your mailbox.

Depending on the transfer method you select, calls that are transferred from your mailbox may be one of the following:

- **Unannounced Calls:** Calls are sent directly to your extension.

- **Announce-Only Calls:** Before voice mail transfers a call to you, a prompt asks the caller to record his or her name. When you answer, you hear "You have a call from (caller's name)." Then the call is sent to your extension.

- **Screened Calls:** Before voice mail transfers a call to you, a prompt asks the caller to record his or her name. When you answer, you hear "You have a call from (caller's name)." You can choose whether or not to accept the call.

See for instructions about using the call screening feature.

To change your transfer method (if enabled):

1. Access your mailbox as described on .

2. Say "Personal" or press **4** to select the Personal Options Menu.

3. Say "More" or press **9** for More Options.

4. Say "Transfer" or press **5**. The system tells you what your current transfer method is. You can then select the desired transfer method, as follows:

   - Say "Unannounced" or press **1** to select unannounced transfers.
   - Say "Screened" or press **2** to select screened transfers.
   - Say "Announce" or press **3** to select announce-only transfers.
   - Say "Cancel" or press **✱** to return to the Personal Options Menu without making changes.

5. Press **_talk_** to hang up.

MOVING ON

Programming a Fax Destination

With voice mail, callers can use your mailbox to send you a fax. To use this feature, you must specify the destination fax number.

To change your fax destination number:

1. Access your mailbox as described on page 37.
2. Press **4** to select the Personal Options Menu.
3. Press **9** for More Options.
4. Press **1**.
5. Enter the number of your fax destination, followed by **#**.
6. EITHER, Press **#** to accept the number.
7. *OR,* Press **3** to erase the number and re-enter it.
8. Press **talk** to hang up.

Changing the Message Search Order

You can change the order in which you retrieve your messages based on the date and time you receive them. When more than one message is left in your mailbox, they are available for you to access in the order you specify. The search order, can be configured as first in/first out, or last in/first out.

NOTE: If E-Mail Reader is enabled for your mailbox, when you change the message search order, your changes apply to your voice mail, e-mail, and fax messages.

To change the message search order:

1. Access your mailbox as described on page 37.
2. Say "Personal" or press **4** to select the Personal Options Menu.
3. Say "More" or press **9** for More Options.
4. Say "Order" or press **2** for the Message Search Order.
5. Select one of the following options:
   - Say "New" or press **1** to change the search order for new messages.
   - Say "Saved" or press **2** to change the search order for saved messages.
6. Your current message search order is played. Select one of the following options:
   - Say "First" or press **1** to retrieve the earliest-received messages first (First In/First Out).
   - Say "Last" or press **2** to retrieve the latest-received messages first (Last In/First Out).
   - Say "Cancel" or press ***** to return to the Personal Options Menu without making changes.
7. Press **talk** to hang up.

Programming Remote Messaging

NOTE: The Remote Messaging feature is available only if it is enabled for your mailbox. Contact your voice mail administrator to see if this feature is enabled for your mailbox.

ALSO: The remote messaging feature is supported for voice mail messages only. If E-Mail Reader is enabled for your mailbox, you cannot use remote messaging for e-mail and fax messages.

With Remote Messaging, you can program voice mail to call you when your mailbox receives new voice mail messages. Using a "cascade" (a series of up to nine telephone numbers), voice mail will call each number until it successfully connects to a device (e.g., pager, answering machine, etc.).

Because your mailbox can have a primary and an alternate cascade of numbers, you can program a cascade to be used during specific days and times. For example, if you want to be paged when you receive a voice mail message from 5-10 PM on weekdays, you can set up a primary cascade. If you also want to receive pages for messages marked "priority" on the weekends, you could set your alternate cascade for all day on Saturdays and Sundays.

To set up remote messaging for voice mail messages (if enabled):

1. Access your mailbox as described on .

2. Say "Personal" or press ④ to select the Personal Options Menu.

3. Say "Remote" or press ⑤. You have the following options:

   - Say "Primary" or press ① to set up a primary cascade.
   - Say "Alternate" or press ② to set up an alternate cascade.

4. Say "Level" or press ① and then say or enter the number (1-9) of the level you wish to program. You then have the following options:

   - **To set up or change an extension or outside number:**
     – Say "Number" or press ②.
     – *EITHER,* say "Internal" or press ① for an extension number.
       OR, say "Outside" or press ② for an outside number.
     – Say or enter the number.
   - **To set up or change pager notification:**
     – Say "Pager" or press ①.
     – Say "Personal" or press ②.

     Say "Change" or press ① to enable or disable the number.

5. Say "Days" or press ③. Then select one of the following:

   - Say "Weekdays" or press ① for Monday-Friday.
   - Say "Days" or press ② for all days.
   - Say "Day" or press ③ to select individual days. You are prompted to say or press numbers 1-7 which correspond to the days Sunday through Saturday.

6. Say "Time" or press ②. Then say or enter the times you want the message notification to start and stop. Enter or say the times with two digits for the hour and two digits for the minutes (e.g., 0900 = 9:00). If entering the time in 12-hour format:

   - Say "AM" or press ① for AM.
   - Say "PM" or press ② for PM.

   NOTE: For 24-hour notification, program the starting and ending times to be the same.

7. Say "Category" or press ④. You have the following options:

   - Say "All Messages" or press ① for all messages.
   - Say "Priority" or press ② for priority messages only.

8. Hang up or press ⌗ to save the settings and exit.

NOTE: If for some reason voice mail is not able to use your remote notification, your mailbox will receive a message stating that notification could not be completed.

SPEED DIALING

Speed dialing allows you (and your system administrator) to store frequently dialed numbers for easy dialing. Each number is stored on your endpoint (Station Speed-Dial) or in the telephone system (System Speed-Dial) and is identified by a location number. Once programmed, you can then quickly dial these numbers by entering a feature code and dialling the desired location number. Because the Inter-Tel system supports both Station and System Speed-Dial numbers, you can have access to over 1000 stored numbers.

Station Speed Dial

You can program and use up to ten personal speed-dial numbers on your endpoint. In addition, if you have programmable buttons, you can program them as speed-dial buttons for one-touch dialing.

NOTE: You can use the Speed-Dial feature even if your endpoint does not have programmable buttons.

Programming Station Speed-Dial Numbers

To store a speed-dial number, use the Station Speed-Dial Programming feature code to program the number in a speed-dial location. Use the following table to list the numbers that you store in speed-dial locations 0-9.

0 _____   5 _____
1 _____   6 _____
2 _____   7 _____
3 _____   8 _____
4 _____   9 _____

To store a number in a Speed-Dial location:

1. Dial **3** **8** **3**.

2. Dial the location code 0-9 to be programmed.

3. Enter the desired name for the speed-dial number to be programmed, as described below:

   - *Remain in alphanumeric mode:* Press the dialpad buttons to enter the desired characters. (Refer to the chart on page 65.) The number of times a button is pressed determines which character is entered. For example, 533266 would enter "JEAN." you need a **FORWARD** button to enter adjoining characters that are located under the same button or to leave spaces. For adjoining characters, press the **FORWARD** button once to advance to the next character. For example, 66**FWD**6667776 would enter "NORM." (Note that letters correspond to the letters printed on dialpad buttons 2-9.) Press **BACKSPACE** to backspace.

     > **NOTE:** To use the Backspace button, you must pre-program the feature button (feature code 314) on your endpoint. Refer to page 62, *Programming Your Feature Buttons* section for details on how to program the backspace button. To use the FORWARD, PREVIOUS, NEXT, or MSG button, your system administrator must program those buttons in the Database programming.

   - Press **#** to save the name.

4. Dial the extension number or telephone number to be stored.

   - *Change to numeric mode:* Press the **MSG** button (if you have one) and then press the dialpad buttons to dial the desired numbers. Press **#** for a hyphen (-) or press **✱** for a colon, **FORWARD** to leave a space, or **BACKSPACE** to backspace.

     > **NOTE:** *If your number includes an asterisk, pound, a hookflash (a quick hang up and release), or a pause,* press **SPCL** once for an asterisk, twice for a pound, three times for a hookflash, or four times for a pause. (Each pause or hookflash counts as one digit.) You can enter more than one special character in a row by pressing FORWARD between the characters.

   - Press **#** to save the number.

> **NOTE:** To dial outside telephone numbers without first selecting an outgoing line, enter a line access code (such as the Outgoing Call code "8") before the outside telephone number.

To view the current programming of Station Speed-Dial buttons:

1. Dial **3** **9** **6**.

2. Press the Station Speed-Dial button to be viewed.

3. Press **#** to exit.

To program a user-programmable function button as a Station Speed-Dial button:

1. Dial **3 9 7**.

2. Press the feature button you want to change into a Station Speed-Dial button.

3. Dial **3 8 2** (default Station Speed Dial feature code).

4. Dial a digit 0-9 when the display asks for a number. This is the station speed-dial number "location."

NOTE: Station Speed-Dial buttons created using this procedure are not the same as the SYS SPD feature button found on some endpoints.

To erase a station speed-dial name and/or number:

1. Dial **3 8 3**.

2. Dial the location code (0-9) to be erased.

3. *To remove the name:* Press **BACKSPACE** repeatedly until the name is erased.

4. Press **#** to continue.

5. *To remove the number:* Press **BACKSPACE** repeatedly until the number is erased.

6. Press **#** to exit.

NOTE: To erase a station-dial name and/or number, you must pre-program the Backspace button (feature code 314) on your endpoint. Refer to page 62, *Programming Your Feature Buttons* section for details on how to program the backspace button.

To dial a Station Speed-Dial number:

1. Select an outgoing line by pressing **call 1-4**.

2. Dial **3 8 2** and then the desired station speed-dial location number (0-9).

System Speed Dialing

Your system administrator can store up to 1000 speed-dial numbers in System Speed-Dial locations 000-999.

To view and/or dial system speed-dial numbers:

1. Dial **3 8 1**

2. Dial the location code (000-999) for the desired number. The number appears.

3. Press **#** to dial the number.

USING RECORD-A-CALL

If your telephone system is equipped with a Voice Processor (voice mail), you may have access to the Record-A-Call feature. If so, you can record an ongoing call as a mailbox message. You can then retrieve the message, just as you would any other mailbox message.

> **NOTE:** The Record-A-Call feature remains active after the other party hangs up. This allows you to append the recorded call with your own message.

To use the Record-A-Call feature while on a call:

1. Press **spcl** and dial **3 8 5**.

2. *If required,* dial the desired mailbox number. (Your endpoint may be programmed to select the mailbox, or you may be required to dial it.)

   You hear a confirmation tone when the Record-A-Call feature is activated.

To turn off Record-A-Call:

EITHER, Press **spcl** and dial **3 8 5**

OR, Press **talk** to hang up.

PAGING

The Paging feature allows you to make an announcement through endpoint speakers or external speakers (if your system is equipped with external paging equipment). To prevent announcements from transmitting through every endpoint in the system, this feature uses page zones. Each zone contains a different combination of extensions and external paging equipment, and is programmed by your system administrator. Ask your trainer or system administrator how the zones are programmed, and list them here for your convenience

0	_____	5	_____
1	_____	6	_____
2	_____	7	_____
3	_____	8	_____
4	_____	9	_____

To make a page:

1. Dial **7**.

2. Dial the desired zone number (0-9).

3. After the tone, make your announcement.

4. Press **talk** to hung up.

MOVING ON

PERFORMING A "HOOKFLASH" DURING A CALL

Certain telephone service companies may require a timed hookflash (a quick hang up and release).

To generate a hookflash while using a line:

Press ⬤ **spcl** and dial ⬤ **3** ⬤ **3** ⬤ **0**.

NOTE: This features is known as a "Recall" in European systems.

PROGRAMMING YOUR FEATURE BUTTONS

Depending on how your system is programmed, some of your feature buttons may be "user-programmable." If so, you can program them with any of the feature codes listed in the back of this user guide or with extension numbers. In addition, you can combine the feature button and Station Speed-Dial functions to program a feature button to dial an outside number.

To program a user-programmable function button:

1. Dial ⬤ **3** ⬤ **9** ⬤ **7**.

2. Press the feature button you want to program.

3. Dial the feature code you want to store under that button. (Refer to the back of this guide for default feature codes.)

To return all function buttons to their original default values:

Dial ⬤ **3** ⬤ **9** ⬤ **5**.

To display the current function button values:

1. Dial ⬤ **3** ⬤ **9** ⬤ **6**.

2. Press the feature button you want displayed.

3. Press ⬤ **talk** to hang up.

USING ACCOUNT CODES

If your telephone system is programmed to use the Station Message Detail Recording (SMDR) feature, the system will periodically print out a record of telephone calls placed from the endpoints within the system. Account codes can be used to add information to these reports.

There are three types of account codes:

- Standard account codes that are entered into the SMDR report automatically whenever you place a call.

- Forced account codes that you must dial before being allowed to place an outside call.

- Optional account codes that can be entered at any time during a call.

NOTE: Your customer service representative or system administrator can tell you which types of account codes are used on your telephone system.

To enter an optional account code:

1. Press **spcl** and dial **3** **9** **9**.

2. Enter the optional account code. If the account code is not immediately accepted, press **#**.

To set an account code for all calls placed from your endpoint:

1. Dial **3** **9** **1**

2. Dial the account code. If the account code is not immediately accepted, press **#**. This code will be used for all calls made from your endpoint until it is disabled.

To disable the code:

Dial **3** **9** **1** and press **#**.

SCREENING CALLS

If desired, you can screen calls that are transferred from voice mail. This allows you to accept and/or refuse specific calls. Depending on the call screening transfer method you select (see page 53), calls from voice mail may be unannounced, announce only, or screened.

When your mailbox is programmed for screened calls, you have the following options when you receive a transfer:

- Say "Accept" or press **#** to accept the call.
- Say "Replay" or press **1** to replay the announcement.
- Say "Voice Mail" or press **2** to send the call to voice mail.
- Say "Forward" or press **3** and then enter the extension number to forward the call to another extension.
- Say "Refuse" or press **✱** to refuse the call.

USING THE DIRECTORIES

With directories, you can use your endpoint's dialpad to find names and numbers. You can then use the directory information to make calls, access features, or leave voice mail messages.

> **NOTE:** If ASR is enabled for the voice mail directory, you can search the directory using spoken commands (see page 13).

Telephone Directory

The endpoint directory contains a list of the extension numbers, System Speed-Dial numbers, feature codes, and their associated names. To search for an item, you can enter the full or partial name. The system will then find the closest match. Once the correct match is displayed on your endpoint, you can dial the number or press a button to access that extension or feature.

To search the telephone directory using your dialpad buttons:

1. Dial **3 0 7**.
2. Press **1** to select the intercom directory, press **2** to select the outside number directory, or press **3** to select the feature code directory.

3. Enter letters or numbers (up to 10 characters) as described below:

- *Remain in alphanumeric mode:* Press the dialpad buttons to enter the desired characters. (See the chart below.) The number of times a button is pressed determines which character is entered. For example, 77776444844 would enter SMITH. You need a **FORWARD** button to enter adjoining characters that are located under the same button or to leave spaces. For adjoining characters, press the **FORWARD** button once to advance to the next character. For example, 5666**FWD**66337777 would enter JONES. (Note: The letters correspond to the letters printed on dialpad buttons 1-9.) Press **BACK-SPACE** to backspace.

> **NOTE:** To use the Backspace button, you must preprogram the feature button (feature code 314) on your endpoint to use the Backspace button. Refer to *Programming Your Feature Buttons* section for details on how to program the backspace button.

- *Change to numeric mode:* Press the **MSG** button (if you have one) and then press the dialpad buttons to enter an extension number.

4. Press **#** to view the selected name. The display will time out if the number is not dialed.

Press **#**. to dial a number or feature code while it is displayed.

	NUMBER OF TIMES BUTTON IS PRESSED										
BUTTON	1	2	3	4	5	6	7	8	9	10	11
	ENGLISH CHARACTERS					JAPANESE CHARACTERS*					
1	-	&	(	)	1	A	I	U	E	O	a
2	A	B	C	'	2	KA	KI	KU	KE	KO	i
3	D	E	F	!	3	SA	SHI	SU	SE	SO	u
4	G	H	I	*	4	TA	CHI	TSU	TE	TO	e
5	J	K	L	#or /**	5	NA	NI	NU	NE	NO	o
6	M	N	O	N or # **	6	HA	HI	FU	HE	HO	tsu
7	P	Q	R	S	7	MA	MI	MU	ME	MO	ya
8	T	U	V	?	8	YA	YU	YO	.	,	yu
9	W	X	Y	Z	9	RA	RI	RU	RE	RO	yo
0	@	:	.	,	0	WA	WO	N	pa	ba	long

*The Japanese characters are only available if the Multilingual feature is enabled and Japanese is installed as the secondary language.

**The character available depends on the software version.

Voice Mail Directory

With the voice mail directory, subscribers and non-subscribers can use ASR (if enabled) or dialpad digits to search for names in the directory. Subscriber names are automatically added to the directory when their mailbox is initialized. ASR may not be able to locate names that are pronounced differently than they are spelled. For these types of names, use the alternate search method of spelling the name using the endpoint dialpad digits (see table below).

You begin a search by dialing the system voice mail extension and selecting the directory option. You are prompted to say or spell the name of the mailbox user you want to search for. For example, if you say the name John, the system locates all of the subscribers with the first or last name of John. The list of names returned might include the names John Smith, John Jones, John Nielson, David John, Robert John, etc.

When one to 10 matches are located, you can browse the list of returned names by selecting the Previous (say "Previous" or press **1**) and Next (say "Next" or press **3**) options. The directory lists are circular. That is, when the end of the list is reached, the next name played will be the first name in the directory. When the correct name is played say "Yes" or press **#** to select it.

If the system locates more than 10 matches, you can either browse the list using the options mentioned above, or filter the list by responding to the filtering questions generated by the system. Based on your responses, the system filters the list to include first or last name matches only. If the system cannot locate an exact match, it returns the closest match found.

To use the dialpad buttons to spell a name: When prompted, press the appropriate dialpad buttons to spell the name. The number of times a button is pressed determines which character is entered, as shown in the table below. When adjoining characters are under the same button, press FWD to advance to the next character. For example, 5666FWD66337777 enters "JONES."

	NUMBER OF TIMES BUTTON IS PRESSED				
BUTTON	1	2	3	4	5
1	-	&	(	)	1
2	A	B	C	'	2
3	D	E	F	!	3
4	G	H	I	*	4
5	J	K	L	#	5
6	M	N	O	ñ	6
7	P	Q	R	S	7
8	T	U	V	?	8
9	W	X	Y	Z	9
0	@	:	.	,	0

To perform a directory search:

1. Dial the voice mail number.

2. Say "Directory" or press 🔘#.

3. Say the last name of the person you are searching for or press the appropriate dialpad buttons to spell the name (see page 66).

   If 10 or fewer matches are located, you can access and browse the list immediately (see step 4.)

   If the list contains more than 10 matches, you have the option to browse or filter the list. (skip step 4. and see step 5.)

4. If 10 or fewer matches are located, you have the following options:

   • Say "Yes" or press 🔘# to accept the name that is played.

   • Say "Previous" or press 🔘1 to browse to the previous name in the list.

   • Say "More" or press 🔘2 to hear more information about the subscriber.

   • Say "Next" or press 🔘3 to browse to the next name in the list.

   • Say "New" or press 🔘4 to search for a new name.

   • Say "Cancel" or press 🔘* to exit the directory.

5. If more than 10 matches are located, the system prompts you to browse or filter the list. Do one of the following:

   • Say "Yes" or press 🔘1 to browse the list. (See step 4. for options).

   • Say "No" or press 🔘2 to select the filter option and then respond to one of the following filter questions:

     – The system begins by asking you if the name you are searching for is the last name. If it is, say "Yes," press 🔘1, say the last name, or spell the last name.

     – If you did not respond to the first question, the system asks if the name you are searching for is the first name. If it is, say "Yes," press 🔘1, say the first name, or spell the first name.

   After the list has been filtered by first or last name, a smaller list of names is returned. You can then browse the list and select the appropriate name (see step 4.)

PROGRAMMING REMOTE FEATURE ACCESS

If you are away from your desk and forgot to put your endpoint in DND, don't worry. With the Remote Feature Access, you can place your endpoint in DND or forward calls from any other endpoint on the system. And, if you have a special dial-up line, you can access your endpoint features from an outside line.

Remote Access Password

Before you use Remote Feature Access, you should program a password, as described below.

To change the password from your endpoint:

1. Dial **3** **9** **2**.

2. Enter your current password, followed by **#**.

> **NOTE:** Your extension number is your password at default.

3. Enter the new password followed by **#**.

4. Enter the new password again for verification followed by **#**. You hear a confirmation tone.

To change the station password using Remote Programming: See the following section.

Remote Feature Access

To access your endpoint from another endpoint:

1. Dial **3** **5** **9**.

2. Enter your extension number.

3. Enter your password followed by **#**. You can now use any of the following features.

   To change the station password using Remote Programming:

   a. Dial **6**.

   b. Enter the new password, followed by **#**.

   c. Enter the new password again for verification, followed by **#**.

   To turn on Do-Not-Disturb:

   a. Dial **6**.

   b. Enter message number (01-20) and, if desired, enter the optional second-line message text.

   c. Press **talk**.

   To turn off Do-Not-Disturb:

   Dial **6**, then press **talk**.

   To turn on Call Forward:

   a. Enter one of the following Call Forward feature codes.

All Calls	.355	If Busy	.357
If No Answer	.356	If No Answer/Busy	.358

   b. Enter an extension number or enter a trunk access code followed by an outside telephone number.

   c. Press **talk**.

   To turn off Call Forward:

   Dial **2**, then press **talk**.

REQUESTING AGENT HELP

Your telephone system may be programmed to support the Agent Help feature, which allows you to request help from a designated "Agent Help Extension" (usually your supervisor) during a call. When your request call rings at the Agent Help Extension, the supervisor can choose to join the call or reject the request.

If the Agent Help Extension is an endpoint, the endpoint's microphone is automatically muted so that the supervisor cannot be heard unless he or she presses the MUTE button. If the Agent Help Extension is a single-line endpoint, however, the supervisor **can** be heard as soon as the conference is established. In either case, the supervisor can hear all other parties on the call.

To use the Agent Help feature while on a call:

1. Press ⬤*spcl* and dial ③⑦⑤. *If you hear repeating error tones,* the Agent Help feature is not available at your endpoint, you already have four parties in your call, not enough system circuits are currently available, or the Agent Help Extension is in do-not-disturb.

2. Dial the Agent Help Extension number, if required. (Your endpoint may be programmed to automatically dial the number, or you may be required to dial it.)

   If the Agent Help Extension accepts the call, you hear the Agent Help tone, if it is enabled, and the supervisor can monitor or join your call.

   If the Agent Help Extension rejects the call, you hear a confirmation tone and the display shows AGENT HELP REJECTED.

To respond to an Agent Help request at a display endpoint:

When you receive an Agent Help, your display shows *<name>* REQUESTS HELP. You can do one of the following:

- *To accept the call:* Answer as usual.
- *To reject the call:* Dial ③⑦⑥. You will hear a confirmation tone.

WORKING IN HUNT GROUPS

Your system may be programmed with "hunt groups." Hunt groups are groups of endpoints that share a common extension number in addition to having individual extension numbers. This allows someone to call anyone in the group (using the common extension) or a specific member (using the individual extension). The members of these groups and the common extension(s) are programmed by your system administrator.

Hunt Group Calls Enabled/Disabled

If you are a member of a hunt group, you can enable or halt hunt group calls.

To turn on or off hunt group calls:

1. Dial **3** **2** **4**.
2. Press **talk** to hang up.

ACD Hunt Groups

Some hunt groups use a special feature called Automatic Call Distribution (ACD) that distributes the hunt group calls equally among the available members. These hunt group members are referred to as "agents," who log in to the ACD hunt group to receive calls and log out to halt ACD hunt group calls.

Distributing Calls

Calls are distributed through an ACD hunt group based on Agent IDs or extensions, as described below.

- **Agent IDs:** If the hunt group is programmed to use ACD Agent IDs, each agent is assigned an Agent ID number to enter during the login procedure (described on the next page). The hunt group calls are routed to logged-in agents, according to their Agent ID number instead of their extension number. Because the Agent ID is not associated with any extension, the agent can use any endpoint in the system to log in.

- **Members:** If the hunt group **is not** programmed to use Agent IDs, it will have a pre-programmed list of endpoints and will send calls to the endpoints where agents are logged in.

Logging In and Out of ACD Hunt Group

Agents can log in to and out of the ACD hunt group at any time. While logged in, the agent receives calls through the ACD hunt group. When the agent is logged out, calls to that ACD hunt group bypass the agent.

To log in to all of your ACD hunt groups at once using the ACD Agent Login/ Logout feature code:

Dial **3 2 8** and enter your Agent ID, if necessary. The display shows AGENT LOGGED IN TO ALL ACDS, and you hear a confirmation tone.

NOTE: This feature code acts as a toggle. If you were already logged in, the display shows AGENT LOGGED OUT OF ALL ACDS, and you hear a confirmation tone.

To log in to one or more hunt groups using the ACD Agent Login feature code:

1. Dial **3 2 6**. The display shows AGENT LOGIN ACD NUMBER.

2. *EITHER,* Enter the desired ACD hunt group number.

   OR, Press **#** to log in to several ACD hunt groups at once. The display shows AGENT LOGIN AGENT ID.

   NOTE: If you entered an invalid hunt group number, the display shows NOT AN ACD HUNT GROUP, and you hear repeating tones.

3. Do one of the following:

   - **To log into to ACD hunt group(s) using Agent IDs:** Enter your Agent ID. The display shows AGENT LOGGED INTO ALL ACDS. You are logged into the ACD hunt group(s) that you requested above, that use the Agent ID that you entered in this step.

     NOTE: If another Agent ID is already logged in at this endpoint, you hear repeating tones, and the display shows DIFFERENT AGENT ID ALREADY USED. You must have the other agent log out before you can use that endpoint.

   - **To log into to ACD hunt group(s) that do not use Agent IDs:** Press **#**. The display shows AGENT LOGGED INTO ALL ACDS. You are logged into the ACD hunt group(s) that you requested above that do not use Agent IDs.

   If you were already logged in, the display shows ALREADY LOGGED INTO *<hunt group>*.

   If you are not a member of the entered hunt group, the display shows NOT AN AGENT IN THIS HUNT GROUP and you hear reorder tones. Start over.

4. Press **talk** to hang up. Repeat this procedure to log into additional ACD groups, if necessary.

When you log in to a group, you may be automatically connected to a call after you hear a short ring burst. If the ACD Agent ID Automatic Connect option is enabled for your hunt group and you are using a headset, you will be automatically connected. If this option is not enabled for your hunt group, the call will ring until you answer it or until it times out to another extension.

NOTE: Even if the ACD Agent ID Automatic Connect option is enabled, the first call you receive (after you log in or remove your endpoint from DND while logged in) will ring until you answer it. You will, however, be automatically connected to subsequent calls.

To log out of one or more ACD hunt group:

1. *EITHER,* Dial **3 2 8** to log out of all of your ACD hunt groups at once. The display shows AGENT LOGGED OUT OF ALL ACDS, and you hear a confirmation tone.

   OR, Dial **3 2 7**. One of the following displays will appear:

   - *If you were logged in to only one hunt group,* the display shows AGENT LOGGED OUT OF *<hunt group>*. The procedure is complete.

   - *If you were logged in to more than one hunt group,* the display shows AGENT LOGOUT ACD NUMBER. Dial the extension number of the desired ACD hunt group.

   - *If you were not logged in to any hunt group,* the display shows NOT LOGGED INTO ANY ACD GROUP.

2. Press **talk** to hang up.

Ending an ACD Hunt Group Call

Each time you end an ACD hunt group call, a wrap-up timer is started. Until this timer expires, you will not receive another call through any ACD hunt group. You can, however, end the wrap-up session before this timer expires, as described below.

To terminate the ACD Agent wrap-up period before the timer expires:

Dial **3 2 9**.

NOTE: If you were not logged in to an ACD hunt group, the display shows CANNOT ACCESS RESERVED FEATURE.

Using E-Mail Reader

USING E-MAIL READER

INTRODUCTION

Enterprise Messaging (EM) is the voice processing system that provides advanced messaging features with the E-mail Reader feature. This section provides information and instructions about advanced mailbox tasks for users who have E-Mail Reader enabled for their mailbox.

If your mailbox does not have E-Mail Reader enabled, you have a standard voice mailbox (see page 9). The instructions for many voice mail tasks are identical for standard voice mailbox and advanced mailbox users, therefore, the instructions for these common mailbox tasks are not repeated in this section.

See the following pages for common mailbox tasks:

E-MAIL READER FEATURES

When E-Mail Reader has been enabled for your mailbox, you have the advanced mailbox. The advanced mailbox unifies your local voice mail messages and your remote fax and e-mail messages in one convenient location. E-mail Reader uses Text-to-Speech (TTS) capabilities to convert the text in an e-mail message to a `.wav` file. If E-Mail Reader is enabled for your mailbox, you can access voice mail, e-mail, and fax messages in your mailbox using your endpoint.

When you access an e-mail message in your mailbox, E-Mail Reader first announces your e-mail according to the envelope options that you set (see page 86). Then, after the envelope is played, E-Mail Reader reads the text in the body of the message. Once you have listened to your e-mail, you can access additional options to reply, forward, save, or delete the message (see page 81).

When you access a fax message, E-Mail Reader announces the fax envelope according to the envelope options that you set (see page 86). Because a fax message is received by your e-mail account as an attachment to an e-mail message in the form of a `.tif` file, E-Mail Reader cannot read the text in the body of the fax. To view the fax and read it, you must access it from your e-mail account. With your advanced mailbox you can save, delete, and forward a fax (to another fax machine) using the available menu options, when prompted (see page 84).

USING YOUR ADVANCED MAILBOX

After you set up your mailbox (see page 22), you can use personal or system greetings to let callers know if you are out of town, on a call, etc. You can send messages to individuals and to a group of people if your voice mail administrator has programmed a name for the group. In addition, various options allow you to customize your mailbox, manage your messages, and screen your calls. To allow the system to retrieve e-mail and fax messages from your e-mail account, you must first set up your e-mail password (see page 79).

When you access your mailbox (see page 37), the system announces how many new and saved voice mail, fax, and e-mail messages you have in your mailbox. You can choose which type of message you want to access by selecting voice mail, fax, or e-mail from the main subscriber menu.

Main menu options include the following:

- **To access voice mail messages:** Say "Voice Mail" or press **1**.

- **To record voice mail messages:** Say "Record" or press **2**.

- **To access e-mail messages:** Say "E-Mail or press **3**.

- **To access personal mailbox options:** Say "Personal" or press **4**.

- **To access message options:** Say "Options" or press **5**.

- **To access facsimile messages:** Say "Facsimile" or press **6**.

- **To disable ASR (for that call only):** Say "Disable" or press **8**.

At any menu level, you can say "Cancel" or press **✳** to cancel or return to the previous menu or say "Accept" or press **#** to accept. For a voice mail flowchart for advanced mailbox users, see page 87.

NOTE: All of the menu options and instructions for using the advanced mailbox are presented as voice commands and numeric entries. If you have a six-line display endpoint, you can also access menus and options by pressing the associated menu button on the display. Longer menu options are abbreviated to fit the display.

SETTING UP YOUR E-MAIL PASSWORD

When E-Mail Reader is enabled for your mailbox, the EM system prompts you to enter your e-mail password after you or your voice mail administrator do one of the following:

- Set up your mailbox (see)
- Change your e-mail password for your e-mail client

To access your e-mail and fax messages from your advanced mailbox, you must set up your e-mail password. While completing the setup, you cannot use Automatic Speech Recognition (ASR) if it is enabled for your voice mail system. To prevent others from overhearing your password, you must use the dialpad digits on your endpoint to set up your e-mail password.

When setting up your password, the number of times you press a button determines which character is entered, as shown in the table on the following page. Notice that the capital letters and lower case letters require different button presses. As you press the buttons, the system announces the current character to you. For security reasons, it is recommended that you use the handset and not the speakerphone when you set up your e-mail password.

E-mail passwords are case-sensitive and your entry must match your e-mail password exactly. Also, your e-mail password cannot include any characters that are not included in the table on the following page, and cannot exceed 40 characters. In addition, your e-mail administrator can set further restrictions for password length, allowed characters, number of attempts etc. Check with your administrator if you encounter any difficulties setting up your e-mail password.

To enter your e-mail password (see table below):

1. Access your mailbox as described on The system announces that it was unable to retrieve your e-mail and fax messages, and gives you the following options:

   - Say "Continue" or press **#** to access your mailbox without access to your e-mail messages.
   - Say "Password" or press **1** to enter your new e-mail password.

   > **NOTE:** If your system uses an e-mail server and a separate fax server, you are prompted twice.

2. When prompted, enter your e-mail password using the dialpad digits, and then press **#** . (Refer to the table below to determine which buttons correspond to the characters in your e-mail address.)

3. Your new password is played. You have the following options:

   - Say "Accept" or press **#** to accept.
   - Say "Re-enter" or press **3** to erase and re-enter the password.

4. Hang up.

	NUMBER OF TIMES BUTTON IS PRESSED								
BUTTON	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**
1	1	-	&	(	)	_	space*		
2	a	b	c	2	'	A	B	C	
3	d	e	f	3	!	D	E	F	
4	g	h	i	4	*	G	H	I	
5	j	k	l	5	#	J	K	L	
6	m	n	o	6	M	N	O		
7	p	q	r	s	7	P	Q	R	S
8	t	u	v	8	?	T	U	V	
9	w	x	y	z	9	W	X	Y	Z
0	0	@	:	.	,	/	+		

*Press **1** seven times for a blank space.

ACCESSING E-MAIL MESSAGES

> **NOTE:** By default, the message lamp on your endpoint lights when you receive a new voice mail message. Although the lamp can be programmed for other functions, it cannot be programmed to indicate that you have received a new e-mail message.

If you have an advanced mailbox you can access e-mail messages by choosing option three from the main menu. E-Mail Reader does not distinguish between conventional e-mail messages and meeting invitations and responses, such as those created with Microsoft® Outlook®. Therefore, e-mail messages and meeting messages (including invitations, cancellations, and responses) can all be accessed by selecting option three on the main menu. Envelope settings and options are identical for e-mail and meeting messages, however, you can only accept, tentatively accept, and decline meetings using your e-mail application.

When you access your e-mail messages, E-Mail Reader first announces the message according to the envelope options you select (see Then E-Mail Reader reads the text in the body of the message. After you access your message you can replay the message, listen to the next or previous message, replay the message envelope, save the message, or delete the message. In addition, you can reply to the message or forward a copy to another recipient.

When you select the reply option, you are prompted to record a message and your reply is sent as an attachment in the form of a `.wav` file. If the e-mail has multiple recipients, you have the option of replying to just the sender, or to all of the recipients. When you forward an e-mail message, the e-mail is converted to a fax and forwarded to the fax destination telephone number you specify.

> **NOTE:** The body of Outlook meeting messages contain links that E-Mail Reader interprets as text. These links are displayed if you are using a third-party mail application or Outlook Express, but they are hidden in Outlook.
>
> For example, Sally User's supervisor creates a Sales Team meeting invitation in Outlook and sends it to Sally. Sally accepts the meeting and in the body of her acceptance e-mail she writes, "I'm looking forward to attending." When Sally's supervisor accesses Sally's meeting acceptance using E-Mail Reader, the e-mail is announced according to the supervisor's e-mail envelope preferences. Then E-Mail Reader reads Sally's written response followed by the hidden link inserted by Outlook, "I'm looking forward to attending. Microsoft Outlook Web Access: http://TMS-NT-EVS01/Exchange/Sally_User/Inbox/Accepted%3A%20Sales%20Team%20Meeting-5.EML."

USING E-MAIL READER

To access e-mail messages and the associated options:

1. Access your mailbox as described on .

2. S*ay "E-Mail" or p*ress **3** to listen to your e-mail messages. Then select one of the following:

   - Say "New" or press **1** to listen to new messages.
   - Say "Saved" or press **3** to listen to saved messages.

   > **NOTE:** If you have a large number of e-mail messages in your in-box (for example, more than 500 messages) you may experience a delay (hear silence) before the first message is played.

3. After the e-mail envelope is played, E-Mail Reader reads the body text of the e-mail message. While you are listening to a message, you can use the following options:

   - Say "Skip" or press **#** to skip to the end of the recording.
   - Say "Back up" or press **1** to "rewind" a few seconds and replay the message.
   - Say "Pause" or press **2** to pause. Say "Continue" or press **#** to continue.
   - Say "Forward" or press **3** to skip ahead.
   - Say "Lower" or press **4** to lower the volume.
   - Say "Envelope" or press **5** to play the message envelope.
   - Say "Higher" or press **6** to raise the volume.
   - Say "Delete Message" or press **9** to delete the message.
   - Say "Cancel" or press **✻** to return to the previous menu.

4. When E-Mail Reader has finished reading the e-mail the message is marked as saved and you have the following options:

   - Say "Replay" or press **1** to replay the message from the beginning.
   - Say "Reply" or press **2** to reply to the message. If the e-mail message had more than one recipient, you have the following options:
     – Say "Everyone" or press **1** to reply to all recipients.
     – Say "Sender" or press **2** to reply to the sender.
     – Say "Hear" or press **3** to hear all recipients.

   > **NOTE:** See for recording and delivery options.

- Say "Forward" or press **3** to forward a copy of the message to a fax destination. Then say or enter the fax destination number. The system plays the fax destination number. Select one of the following:
  - Say "Yes" or press **#** to verify the number. The system announces that the fax is scheduled for delivery.
  - Say "No" or press ***** to start over.

  NOTE: You cannot forward an e-mail message to a mailbox or group list. When you forward an e-mail message, the e-mail is converted to a fax and forwarded to the fax destination telephone number that you specify.

- Say "Previous" or press **4** to listen to the previous message.
- Say "Envelope" or press **5** to play the introductory message envelope (see page 86 for programming instructions).
- Say "Next" or press **6** to listen to the next message.
- Say "Save" or press **7** to save the message.
- Say "Delete Message" or press **9** to delete the message.

  NOTE: You may be prompted to confirm deleting the message. Say "Yes" to delete the message or "No" to cancel the request to delete the message.

5. Hang up.

ACCESSING FAX MESSAGES

> **NOTE:** By default, the message lamp on your endpoint lights when you receive a new voice mail message. Although the lamp can be programmed for other functions, it cannot be programmed to indicate that you have received a new fax message.

When you access a fax message using option six on the main menu, E-Mail Reader announces the fax message according to the envelope options that you selected (see page 86). E-Mail Reader does not have the capability to read the text in a fax. You can, however, save, delete, and forward a fax (to the fax number that you specify) using the associated options.

To access fax messages and the associated options:
1. Access your mailbox as described on page 37.

2. *Say "Facsimile" or p*ress **6** to access your fax messages. Then select one of the following:

    - Say "New" or press **1** to listen to new messages.
    - Say "Saved" or press **3** to listen to saved messages.

3. After the fax envelope is played, you have the following options:

    - Say "Forward" or press **3** to forward a copy of the message to another destination. Then say or enter the fax destination number. The system plays the fax destination number. Select one of the following:
        – Say "Yes" or press **#** to verify the number. The system announces that the fax is scheduled for delivery.
        – Say "No" or press **✱** to start over.
    - Say "Previous" or press **4** to listen to the previous message.
    - Say "Envelope" or press **5** to play the introductory message envelope (see page 86 for programming instructions).
    - Say "Next" or press **6** to listen to the next message.
    - Say "Save" or press **7** to save the message.
    - Say "Delete Message" or press **9** to delete the message.

    > **NOTE:** You may be prompted to confirm deleting the message. Say "Yes" to delete the message or "No" to cancel the request to delete the message.

4. Hang up.

RECOVERING DELETED MESSAGES

Recovering deleted messages varies based on media type. If you delete a voice mail message, you can retrieve it within a specific time frame (up to 24 hours, programmed by your voice mail administrator). The specified time frame for retrieving deleted e-mail and fax messages is determined by the Exchange administrator. Once you recover a deleted message, it is then restored to your saved-message queue. Deleted voice mail, e-mail, and fax messages that are not recovered within the specified time frames are automatically erased.

NOTE: Contact your system administrator if you want to know how long you have to recover deleted messages.

To recover deleted messages:

1. Access your mailbox as described on .

2. Say "Options" or press **5** for Message Options.

3. Say "Recover" or press **2** to access undelete options.

4. Specify which media type you would like to recover. Your options are:

   - Say "Voice Mail" or press **1** to recover a voice mail message.
   - Say "E-Mail" or press **2** to recover an e-mail message.
   - Say "Facsimile" or press **3** to recover a fax message.

5. *EITHER,* Say "Listen" or press **1** to listen to your deleted messages and choose which ones to recover. After each message you can:

   - Say "Replay" or press **1** to replay the message.
   - Say "Reply" or press **2** to reply to the message.
   - Say "Forward" or press **3** to forward the message.
   - Say "Previous' or press **4** to listen to the previous message.
   - Say "Envelope" or press **5** to play the message envelope.
   - Say "Next" or press **6** to listen to the next message.
   - Say "Recover" or press **7** to recover the message.

   OR, say "Recover" or press **2** to recover all deleted messages.

   OR, Say "Purge" or press **3** to **permanently** delete all deleted messages.

6. Hang up.

CHANGING MESSAGE ENVELOPES

When you receive a voice, fax, or e-mail message, a message "envelope" is played. The envelope can include the time and date the message was left, the source of the message, and additional information that is associated with the media type. Common envelope options for voice mail, e-mail, and fax include:

- **Time and Date:** The time and date the message was received.
- **Source:** The source of the voice, e-mail, or fax message.

These envelope options vary by media type:

- **Length:** The recorded time, in minutes, for **voice messages**.
- **Subject:** The text in the subject field for **e-mail** messages.
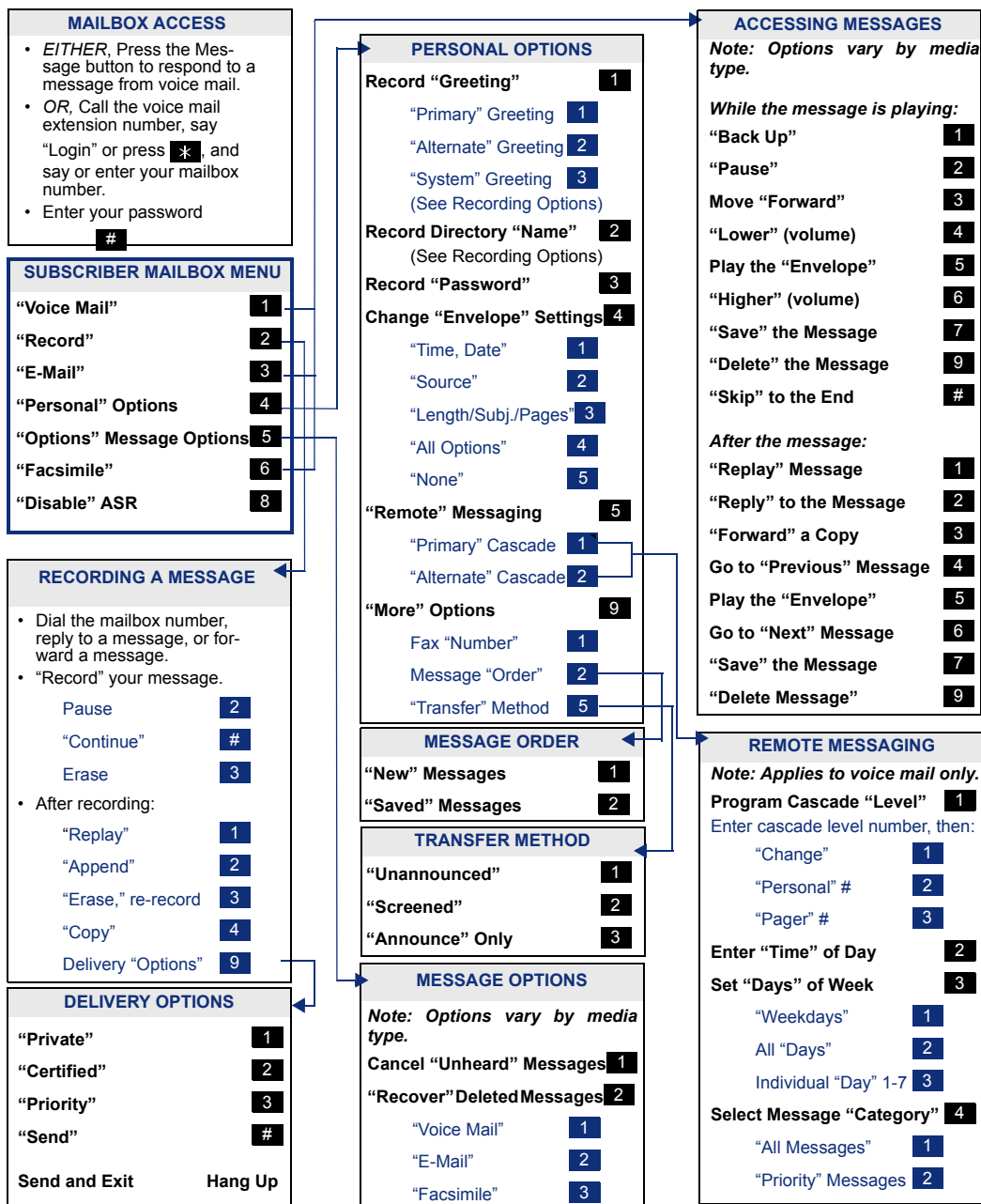- **Pages:** The number of pages included in the **fax** attachment.

By default, all of the envelope options are enabled for each type of message. However, you can change your envelope options, as described below.

To change and save your message envelope:

1. Access your mailbox as described in Mailbox Access on page 37.

2. Say "Personal" or press **4** to select the Personal Options Menu.

3. Say "Envelope" or press **4** to select the Message Envelope Options Menu.

4. Select the media type you would like to change:

    - Say "Voice Mail" or press. **1**.
    - Say "E-Mail" or press **2**.
    - Say "Facsimile" or press **3**.

5. You can then do any of the following:

    - *Say "Time, Date" or p*ress **1** to enable or disable the time and date options.
    - Say "Source" or press **2** to enable or disable the message source option.
    - *For voice mail,* say "Length" or press **3** to enable or disable the message length option.
        - *For e-mail,* say "Subject" or press **3** to enable or disable the subject option.
        - *For faxes,* say "Pages" or press **3** to enable or disable the pages option.
    - Say "All Options" or press **4** to enable all options and return to the Personal Options Menu.
    - Say "None" or press **5** to disable the entire envelope and return to the Personal Options Menu.
    - Say "Accept" or press **#** to accept the changes.
    - *Say "Cancel" or p*ress **✳** to return to the Personal Options Menu.

6. Hang up.

VOICE MAIL FLOWCHART (ADVANCED MAILBOX)

NOTE: At any menu level, you can say "Cancel" or press **✱** to cancel or return to the previous menu *or say "Accept" or* press **#** to accept.

MAILBOX ACCESS
- *EITHER*, Press the Message button to respond to a message from voice mail.
- *OR,* Call the voice mail extension number, say "Login" or press **✱**, and say or enter your mailbox number.
- Enter your password **#**

SUBSCRIBER MAILBOX MENU
"Voice Mail" **1**
"Record" **2**
"E-Mail" **3**
"Personal" Options **4**
"Options" Message Options **5**
"Facsimile" **6**
"Disable" ASR **8**

RECORDING A MESSAGE
- Dial the mailbox number, reply to a message, or forward a message.
- "Record" your message.
  - Pause **2**
  - "Continue" **#**
  - Erase **3**
- After recording:
  - "Replay" **1**
  - "Append" **2**
  - "Erase," re-record **3**
  - "Copy" **4**
  - Delivery "Options" **9**

DELIVERY OPTIONS
"Private" **1**
"Certified" **2**
"Priority" **3**
"Send" **#**

Send and Exit   Hang Up

PERSONAL OPTIONS
Record "Greeting" **1**
   "Primary" Greeting **1**
   "Alternate" Greeting **2**
   "System" Greeting **3**
   (See Recording Options)
Record Directory "Name" **2**
   (See Recording Options)
Record "Password" **3**
Change "Envelope" Settings **4**
   "Time, Date" **1**
   "Source" **2**
   "Length/Subj./Pages" **3**
   "All Options" **4**
   "None" **5**
"Remote" Messaging **5**
   "Primary" Cascade **1**
   "Alternate" Cascade **2**
"More" Options **9**
   Fax "Number" **1**
   Message "Order" **2**
   "Transfer" Method **5**

MESSAGE ORDER
"New" Messages **1**
"Saved" Messages **2**

TRANSFER METHOD
"Unannounced" **1**
"Screened" **2**
"Announce" Only **3**

MESSAGE OPTIONS
Note: Options vary by media type.
Cancel "Unheard" Messages **1**
"Recover" Deleted Messages **2**
   "Voice Mail" **1**
   "E-Mail" **2**
   "Facsimile" **3**

ACCESSING MESSAGES
Note: Options vary by media type.

While the message is playing:
"Back Up" **1**
"Pause" **2**
Move "Forward" **3**
"Lower" (volume) **4**
Play the "Envelope" **5**
"Higher" (volume) **6**
"Save" the Message **7**
"Delete" the Message **9**
"Skip" to the End **#**

After the message:
"Replay" Message **1**
"Reply" to the Message **2**
"Forward" a Copy **3**
Go to "Previous" Message **4**
Play the "Envelope" **5**
Go to "Next" Message **6**
"Save" the Message **7**
"Delete Message" **9**

REMOTE MESSAGING
Note: Applies to voice mail only.
Program Cascade "Level" **1**
Enter cascade level number, then:
   "Change" **1**
   "Personal" # **2**
   "Pager" # **3**
Enter "Time" of Day **2**
Set "Days" of Week **3**
   "Weekdays" **1**
   All "Days" **2**
   Individual "Day" 1-7 **3**
Select Message "Category" **4**
   "All Messages" **1**
   "Priority" Messages **2**

USING E-MAIL READER

Learning More

INTRODUCTION

If you want to know more about your endpoint and voice mail system, this is the section for you. With additional information and FAQs, you should be able to find answers to most of your questions.

NOTE: Because the telephone system is very flexible and programmable, the procedures for using the features might vary slightly from the descriptions in this guide. If so, your trainer or system administrator can tell you how your system differs and how to use the features.

WHAT THE ADMINISTRATORS CAN DO FOR YOU

The administrators are the people to whom you should turn if you have any problems with your endpoint and/or voice mail. They have access to advanced programming features and can reset certain settings associated with your endpoint.

The types of administrators that can help you with your endpoint/voice mail are as follows:

- **System Administrator:** Performs certain telephone system functions, including:
  — Setting the date and time
  — Programming System Speed-Dial numbers
  — Making database changes, such as programming usernames, toll restriction, DND messages, and extension numbers

- **Voice Mail Administrator:** Performs tasks associated with the voice mail system, including:
  — Recording a broadcast message that is sent to all mailboxes at once
  — Performing mailbox maintenance (such as changing your password)
  — Customizing voice mail prompts

NOTE: For problems that are network-related, contact your network administrator.

If you are a system administrator or if you need additional information not available in this guide, refer to your system's administrator guide. If you are a network administrator, refer to the latest version of the *IP Devices Installation Manual* (part number 835.2195).

TROUBLESHOOTING

If your INT3000 is not performing to your expectations, please try these simple steps. If you are still unable to resolve the problems, contact your service representative.

NOTE: Do not attempt to service this unit yourself. All service must be done by qualified service personnel.

PROBLEM	POSSIBLE SPLUTIONS
Charge light will not come on when Handset is placed in Battery Charger.	• Make sure the AC Adapter is plugged into the Battery Charger and wall outlet. • Make sure Handset is properly seated in Battery Charger. • Make sure the Battery Pack is properly placed in the Handset. • Make sure that the charging contacts on the Handset and Battery Charger are clean.
Conversation interrupted frequently.	• Make sure that the Base Unit antenna is fully vertical. • Move closer to the Base Unit. • Check for LOW BAT warning.
Warning tone and NO SERVICE message.	Move closer to the Base Unit.
Handset does not ring.	• Ringer switch may be set in the OFF position. • Battery may be weak. Charge the Battery Pack for 8-10 hours. • Make sure the Base Unit antenna is fully vertical. • The Handset may be too far away from the Base Unit.

FREQUENTLY ASKED QUESTIONS (FAQ)

This section includes some of the most frequently asked questions. If you have problems with your endpoint or voice mailbox, refer to this section before you contact your system administrator or Inter-Tel.

Q1. *How do I program System Speed-Dial numbers?*

A1. Only your system administrator can program System Speed-Dial numbers. You can, however, program up to ten Station Speed-Dial numbers (see page 57).

Q2. *How do I change the time and date on my endpoint?*

A2. Only your system administrator can change the time and date. Please contact your system administrator if you notice that the date and time are incorrect.

Q3. *How can I retrieve messages if I don't know the password for my voice mail?*

A3. Try using your extension number, which is your default password. Or, maybe you don't have a password, in which case pressing ⬤ is all you need to do. If these options don't work, contact your system administrator, who can change or erase the password for you. You can then retrieve your messages and reset the password, if desired (see page 37).

Q4. *Why can't I retrieve deleted messages?*

A4. Voice mail may have erased your message. After a programmed amount of time has lapsed, up to 24 hours, voice mail automatically erases all deleted messages (see page 41). If you attempted to undelete a voice mail within this time frame, however, your telephone system may not have the latest software (the "undelete" feature was a recent addition). Or, your voice mail system may not have sufficient space programmed to store deleted messages. Contact your system administrator to determine if this feature is available.

Q5. *How can I set the number of rings that are allowed before the call is sent to voice mail?*

A5. Only your system administrator can change the number of rings. You cannot alter this at your endpoint.

Q6. *How can I change the name displayed on my endpoint?*

A6. Only your system administrator can change the user names assigned to extensions.

Q7. *How do I scroll the display screen?*

A7. Press the low end of the volume button to scroll down or the high end to scroll up.

Q8. *Why can't I program a Station Speed-Dial number to the button I want? It keeps saying that the button is non-programmable.*

A8. Your system administrator has programmed that button as a non-programmable button. Because you cannot override system programming from your endpoint, you must choose another button.

Q9. *Why don't the local telephone company star codes (i.e.*82, *69, etc.) work when I use the Outgoing Call access code to call an outside number?*

A9. Rather than use the Outgoing Call access code to obtain an outside line, you must dial a Select Line Group number before you can use the star codes. For example, if your system is using the default Select Line Group numbers, you would have to dial 92001 to access that line. Once you have dial tone, you can dial the star code and the number.

Q10. *Why can't I use ASR to enter my e-mail password?*

A10. To prevent others from overhearing your password, you must enter it using the dial-pad buttons on your endpoint. See page 79 for additional information about entering your e-mail password if E-Mail Reader is enabled for your mailbox.

Q11. *If my e-mail password expires for my e-mail client and I have to change it, do I also have to update it for my mailbox?*

A11. Yes. Whenever you change your e-mail password, you will be prompted to update it for E-Mail Reader. See page 79 for additional information about entering your e-mail password.

Q12. *Why don't I have e-mail and fax messages in my mailbox?*

A12. If your mailbox is the standard voice mailbox (see page 15), you will not receive e-mail and fax messages in your mailbox. To receive these types of messages, E-Mail Reader must be enabled for your mailbox. Check with your voice mail administrator to see if E-Mail Reader is enabled for your mailbox.

Q13. *Why do I get the wrong response when I try to complete a task by saying a command?*

A13. Several things affect the system's response to voice commands. One reason the system may not be responding to voice commands is that Automatic Speech Recognition (ASR) may not be enabled on your system. If your system's voice prompts do not include the option to "say" a command, then ASR is not enabled. See page 18 for additional guidelines for using ASR.

Q14. *Why can't I use one of the features described in this guide?*

A14. There are a few reasons why you might not be able to access the feature. Some possible reasons include:

- Your system software version may not support the feature. Check with your system administrator to see which software version your telephone system currently uses and if there are any features restrictions for your system.

- Your system administrator may not have enabled the feature for your endpoint.

- Your system administrator may have programmed your endpoint to block the feature.

Q15. *If I need further assistance, how do I get technical support?*

A15. First, contact the appropriate administrator (system, voice mail, or network) if you have a question that is not covered in this user guide. If you need further assistance, contact your local authorized Inter-Tel reseller. Resellers can be located using the Inter-Tel Web site at www.inter-tel.com. All Inter-Tel sales, service, and support are handled at the local level.

DEFAULT FEATURE CODES

Use the blank spaces below to enter custom feature codes, if necessary.

OUTSIDE LINE ACCESS CODES

ACCESS CODE NAME	ACCESS CODE	NEW CODE
Select Line Group 1-208	92001-92208*	
Automatic Route Selection	92000*	
Emergency Call	911 (999 in Europe)	
Outgoing Call	8	

*These defaults may differ depending on the software version.

EXTENSION NUMBERS

EXTENSION NAME	EXTENSION NUMBER	NEW NUMBER
Endpoint Extensions	1000-1999	
Hunt Groups	2000-2299	
Attendant	0	

LEARNING MORE

GENERAL FEATURE CODES

FEATURE NAME	FEATURE CODE	NEW CODE
Account Code – Following Calls	391	
Account Code – Optional	390	
ACD Agent Log In	326	
ACD Agent Log Out	327	
ACD Agent Log In/Out	328	
ACD Agent Wrap-Up Terminate	329	
Agent Help Request	375	
Agent Help Reject	376	
Answer (Ringing Call)	351	
Audio Diagnostics	320	
Automatic Intercom Access On/Off	361	
Automatic Line Access On/Off	360	
Automatic Line Answer	350	
Background Music On/Off	313	
Backspace Button	314	
Call Forward All Calls	355	
Call Forward If Busy	357	
Call Forward If No Answer	356	
Call Forward No Answer/Busy	358	
Conference	5	
Change Language	301	
Data	340	
Default Station	394	
Directory	307	
Display Time And Date	300	
Do-Not-Disturb	370	
Do-Not-Disturb Cancel	371	
Do-Not-Disturb On/Off	372	
Do-Not-Disturb Override	373	
Enhanced Speakerphone Enable	310	
Feature Button Default	395	
Group Listen	312	
Handsfree On/Off	319	
Headset On	315	
Headset Off	316	
Headset On/Off	317	
Hold – Individual	336	
Hold – System	335	
Hookflash	330	
Hunt Group Remove	322	
Hunt Group Replace	323	

FEATURE NAME	FEATURE CODE	NEW CODE
Hunt Group Remove/Replace	324	
Message	365	
Cancel Message That You Left	366	
Cancel Message On Your Endpoint	368	
Silent Message	367	
Page	7	
Page Receive On/Off	325	
Program Baud Rate	393	
Program Buttons	397	
Program Station Password	392	
Queue (Callback) Request	6	
Record-A-Call	385	
Redial	380	
Redirect Call	331	
Reminder Message	305	
Reminder Message Cancel	306	
Remote Programming	359	
Reverse Transfer (Call Pick-Up)	4	
Review Buttons	396	
Ring Intercom Always On/Off	377	
Ring Tone Selection	398	
Routing Off	304	
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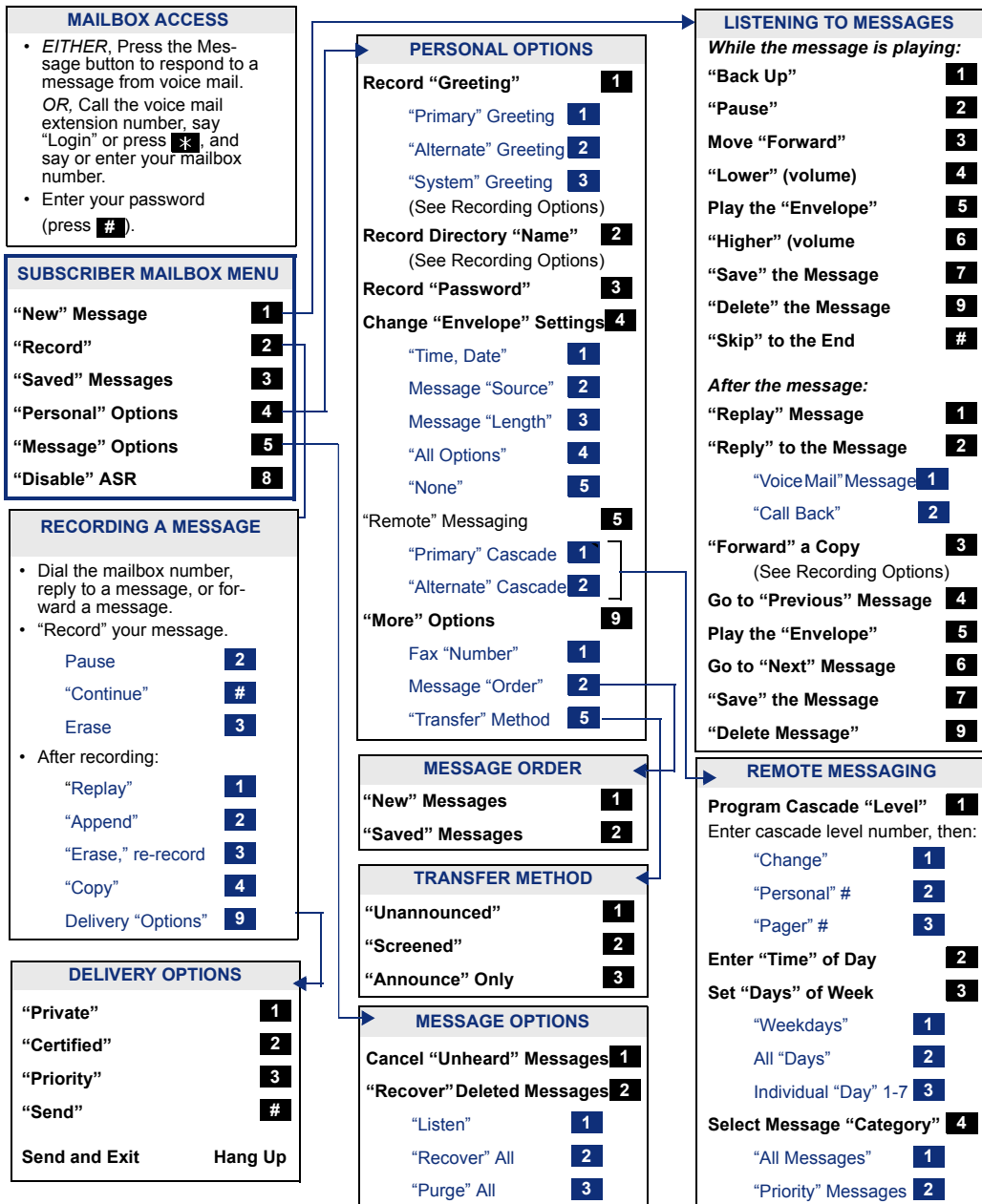What the Administrators Can Do for You 90
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VOICE MAIL FLOWCHART (STANDARD VOICE MAILBOX)

NOTE: At any menu level, you can say "Cancel" or press **✳** to cancel or return to the previous menu or say "Accept" or press **#** to accept.

MAILBOX ACCESS

- *EITHER,* Press the Message button to respond to a message from voice mail.
  OR, Call the voice mail extension number, say "Login" or press **✳**, and say or enter your mailbox number.
- Enter your password (press **#**).

SUBSCRIBER MAILBOX MENU

"New" Message	**1**
"Record"	**2**
"Saved" Messages	**3**
"Personal" Options	**4**
"Message" Options	**5**
"Disable" ASR	**8**

RECORDING A MESSAGE

- Dial the mailbox number, reply to a message, or forward a message.
- "Record" your message.

Pause	**2**
"Continue"	**#**
Erase	**3**

- After recording:

"Replay"	**1**
"Append"	**2**
"Erase," re-record	**3**
"Copy"	**4**
Delivery "Options"	**9**

DELIVERY OPTIONS

"Private"	**1**
"Certified"	**2**
"Priority"	**3**
"Send"	**#**
Send and Exit	Hang Up

PERSONAL OPTIONS

Record "Greeting"	**1**
"Primary" Greeting	**1**
"Alternate" Greeting	**2**
"System" Greeting	**3**
(See Recording Options)	
Record Directory "Name"	**2**
(See Recording Options)	
Record "Password"	**3**
Change "Envelope" Settings	**4**
"Time, Date"	**1**
Message "Source"	**2**
Message "Length"	**3**
"All Options"	**4**
"None"	**5**
"Remote" Messaging	**5**
"Primary" Cascade	**1**
"Alternate" Cascade	**2**
"More" Options	**9**
Fax "Number"	**1**
Message "Order"	**2**
"Transfer" Method	**5**

MESSAGE ORDER

"New" Messages	**1**
"Saved" Messages	**2**

TRANSFER METHOD

"Unannounced"	**1**
"Screened"	**2**
"Announce" Only	**3**

MESSAGE OPTIONS

Cancel "Unheard" Messages	**1**
"Recover" Deleted Messages	**2**
"Listen"	**1**
"Recover" All	**2**
"Purge" All	**3**

LISTENING TO MESSAGES

While the message is playing:

"Back Up"	**1**
"Pause"	**2**
Move "Forward"	**3**
"Lower" (volume)	**4**
Play the "Envelope"	**5**
"Higher" (volume	**6**
"Save" the Message	**7**
"Delete" the Message	**9**
"Skip" to the End	**#**

After the message:

"Replay" Message	**1**
"Reply" to the Message	**2**
"Voice Mail" Message	**1**
"Call Back"	**2**
"Forward" a Copy	**3**
(See Recording Options)	
Go to "Previous" Message	**4**
Play the "Envelope"	**5**
Go to "Next" Message	**6**
"Save" the Message	**7**
"Delete Message"	**9**

REMOTE MESSAGING

Program Cascade "Level"	**1**
Enter cascade level number, then:	
"Change"	**1**
"Personal" #	**2**
"Pager" #	**3**
Enter "Time" of Day	**2**
Set "Days" of Week	**3**
"Weekdays"	**1**
All "Days"	**2**
Individual "Day" 1-7	**3**
Select Message "Category"	**4**
"All Messages"	**1**
"Priority" Messages	**2**